



TERMS & CONDITIONS – TRAINING

1. Refund/Cancellation Policy

Cancellation/Reschedule of a course by Saferight:

- If Saferight is responsible for cancelling a course, and no alternative dates have been provided to complete the course, students will be entitled to a full refund.
- When a student has made no contact with Saferight personnel (e.g. Management, Administration, Reception, Trainers/Assessors) and Saferight personnel have made three (3) attempts to contact the student with regards to their training and assessment and the enrolment end date has lapsed, then the student will be considered withdrawn from the course.
- Saferight will provide the student with written notification (email/letter) that the student has been withdrawn from the course. There will be no refund of any course fees paid for a Saferight initiated withdrawal or cancellation in a course. To continue with the course, the student would need to re-enrol in the course.

Student initiated withdrawal or cancellation in a course:

When a student/client amends their re-enrolment or enrolment status, the following details apply:

- If written advice, is received by a Saferight facility more than 7 days prior to course commencement, from a student requesting withdrawal, or cancellation in a course, Saferight will make a full refund of any pre-paid course fees within 4 weeks of receipt of written cancellation, following industry's standards. This will include any co-contribution fees associated with State Government funded programs where applicable.
- If notification by a student to withdraw or cancel from a course within 7 days of the course commencement date, there will be no refund of any course fees paid which is in line with industry's standards.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the RTO Manager for a refund. Submitting an application does not guarantee a full or partial refund.

Saferight reserves the right to cancel or change course dates on short notice.

Course numbers are limited and Saferight incurs administration and other associated costs at the time of booking. Therefore, cancellation fees apply in all situations regardless of the reason.

Strict course times apply. It is the student/client's responsibility to arrive on time. If a client/student fails to attend a course or arrive as per the course start time, course fees will not be refunded or allocated to another course –regardless of the reason.

If a student fails to attend a course or arrive as per the course start time, the client will be charged the full course cost.

Notification of cancellations must be sent via email to: bookings@saferight.com.au

Notification is considered received once it is communicated to Saferight. Therefore, notification must occur during regular business hours 7:30am to 4:30pm – Monday to Friday. For example, notifications of cancellation/changes emailed on Friday 5:00pm will only be acknowledged as received on the following Monday at 7:30am.

2. Refresher Training

Nationally accredited course content and codes change from time to time. Before booking onto a refresher, it is the student/client's obligation to ensure the current qualification they hold has not been superseded.

If the student/client does not hold the most current version of the nationally accredited course, they will not be allowed to sit the refresher.

A student/client will not be allowed on to a refresher pertaining to the current nationally recognised course unless they have completed current nationally recognised course.

It is the student/client's responsibility to ensure they have completed the nationally recognised accreditation. It is the client's responsibility to cross reference the nationally recognised course code with the refresher course code.

The student/client will need to show proof of completing the nationally recognised course (by way of Unit of Competency Certificate/Statement of Attainment) before sitting the refresher course.

If on the day of the course the student/client cannot provide proof showing their completion of the nationally recognised course they will not be allowed to sit the refresher course and will be charged the full course cost.

3. Important Information for Your Training

All students require a Unique Student Identifier (USI) before a Certificate can be issued. To prevent delays, please ensure all students have their USI prior to attending any training. USIs can be created by going to www.usi.gov.au

Photo ID must be presented when signing into the course.

Dress Requirements: Closed in shoes, short/long sleeve shirt, trousers or overalls, high vis shirt/vest

Students will be provided with morning tea, coffee and water for courses run at Saferight.

Saferight has kitchen facilities for people who wish to bring their own lunch or alternatively there are cafes and lunch bars within proximity.

PARKING – Limited parking is available onsite. Side street parking is available on Eyre Street. Please do not park at nearby offices or cafe carparks as your car may be towed away.

4. Discounts

Discounts do not apply to already discounted training including contracted prices and transfers.

Discounts on course fees can only be claimed at the time of booking, prior to payment being made. Discounts will not be offered retrospectively. Multiple discounts cannot be applied to the same transaction.

5. Making a Training Booking Online

You can make a booking for a training course using our Online Course Calendar.

Any booking made on this site is an offer by you to attend the particular course for the price notified at the time you made the booking.

Saferight may ask you to provide additional details or require confirmation of your details to enable us to process any booking.

6. Paying For Your Training - Booking Online

You may pay for your booking using the following payment methods: Visa; MasterCard; Amex; or PayPal.

Payment processing services offered via the Site are outsourced to third party providers. If we do not receive or are unable to successfully process payment in full for your booking for any reason, we will contact you.

If you choose to pay by Visa, MasterCard or AMEX credit card, you authorise us to debit the amount that is payable for an accepted order from your nominated card including any surcharge.

Saferight has implemented a fee protection policy under the Standards for NVR Registered Training Organisations 2015. Click [here](#) for more information.

- For full payment for courses **below \$1500**, students must pay the full fee prior to commencement of the course.
- For training courses **over \$1500**,
 - Saferight will hold an initial deposit of \$1500 to secure the seat.
 - Training Day 1- Students will be charged the outstanding balance and capped at \$1500.
 - Training Day 3 – Any further outstanding balance will be charged and capped at \$1500.

7. Acceptance & Confirmation of a Training Booking

After you make a booking, Saferight will check the information provided for validity, by verifying method of payment.

Saferight will send the student/client a confirmation email.

If there are any issues or we require any further information, Saferight will contact you.

8. Combination Courses

ALL COMBINATION courses MUST be booked and completed in consecutive days as advised at the time of your booking.

Should you need to transfer your booking this will apply to all courses that form the COMBINATION and MUST be booked and completed in consecutive days.

9. Operate Breathing Apparatus & Undertake Confined Space Rescue

Operate Breathing Apparatus (OBA) students are required to wear Respiratory Protective Equipment (RPE).

Students must be clean shaven in accordance with AS/NZS 1715:2009 “Accordingly, no one who requires respiratory protection shall wear either a full-face piece or half face piece RPE over a beard”.

Razor blades are available at the Saferight reception. Students who refuse to shave cannot sit the OBA course, and will not be reimbursed the course cost for refusing to shave.

10. High Risk Courses

High Risk Licence courses do not include the WorkSafe High Risk Licence fee. Participants are required to submit their own application to WorkSafe.

Participants must be 18 years of age or older and supply two (2) forms of I.D. one of which must be a valid Australian Drivers Licence.

Students must wear “site appropriate” steel cap shoes/boots, high vis shirt/vest, hard hat and rigging/safety gloves.

11. Saferight eLearning Courses

Students enrolled into Saferight’s eLearning courses will receive their logins the next business day after payment is made.

Students must complete their theory component within 6 months from date of logins are issued. Failure to complete the training within 6 months will result in students’ enrolment being cancelled and re-enrolment and payment of full course fee again will occur.

Upon being issued logins and if logins are not used within the 6-month period, amount paid will not be refundable.

12. Refusal

Saferight reserves the right to reject any booking. If Saferight rejects a booking the student/client will be notified via the email address provided.

Saferight reserves the right to not provide training if proof of; purchase, competency, certification, identity, or age cannot be produced.

To comply with our legal obligations, you acknowledge that we may be required to retain a copy of any identification provided.

13. Pricing Policy

Our website Prices and offers are subject to change without notice.

Prices displayed on this website are in Australian Dollars (\$AUD) and are inclusive of GST.

14. Limitations

Saferight shall not be liable for any claim arising out of the performance, non-performance, delay in delivery or of defect in the goods or services provided. Saferight shall not be held liable for any special, indirect, economic, or consequential loss or damage howsoever caused (including loss of profit or loss of revenue) whether from negligence or otherwise in connection with the supply, functioning or use of the goods or services supplied.

15. Privacy Policy

Saferight Pty Ltd adopts obligations under Privacy Act 1988 and Australian Privacy Principles (APPs).

Saferight adheres to the thirteen Australian Privacy Principles (APPs), which include:

- APP 1 — Open and transparent management of personal information
- APP 2 — Anonymity and pseudonymity
- APP 3 — Collection of solicited personal information
- APP 4 — Dealing with unsolicited personal information
- APP 5 — Notification of the collection of personal information
- APP 6 — Use or disclosure of personal information
- APP 7 — Direct marketing
- APP 8 — Cross-border disclosure of personal information
- APP 9 — Adoption, use or disclosure of government related identifiers
- APP 10 — Quality of personal information
- APP 11 — Security of personal information
- APP 12 — Access to personal information
- APP 13 — Correction of personal information

16. What personal Information does Saferight collect about you?

The type of information we request from you will depend on the type of product or service we provide you, and may include the following:

- Your name and address and other contact information;
- Details supplied when making a booking;

The personal information we may collect might include your name, residential and billing address, telephone or mobile numbers, email address and products or services we provide you.

Digital cookies from the website will be stored and used for marketing purposes to advertise more relevant content and information to students and customers.

Saferight reserves the right to take pictures/videos of courses being conducted for marketing and training quality review purposes.

We only collect information that is needed by us to provide the services that we offer. You are not required to give us any personal information which may be requested, however if you do not it may affect our ability to provide you with our products or services.

We use your personal information to do certain things, including to:

- undertake actions on your behalf;

- administer and manage the services we provide you;
- provide you with information about other products or services that may be of benefit to you; and
- facilitate our internal business operations, including fulfilment of any legal requirements.

We may need or be required to disclose personal information to various parties including:

- To our agents, contractors or third party service providers that provide financial, administrative or other services in connection with the operation of our business;
- Where the law requires or permits us to do so (e.g. to law enforcement agencies); or
- If you consent.

By supplying us your information, you have given us permission to communicate to you via mail, e-mail, MMS, SMS, social media and telephone, regarding our products services, for an indefinite period of time.

If you have any concerns about the treatment of personal information, please contact either:

Marketing Coordinator – marketing@saferight.com.au

Compliance Manager – compliance@saferight.com.au

RTO Manager – rtomanager@saferight.com.au

17. **Your Account**

If you use the Site and have been granted an account, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password.

If you check out as a Guest, full access to functionality on the Site may not be available to you including order history, order status, address book and receipt of additional marketing communications.

In order to create an Account, you must provide personal details and contact information

Regardless of whether you create an Account or check out as a guest you warrant that the details you provide to us are accurate and correct and you accept the responsibility that fulfilment of your order is predicated on the information you have provided to us is correct at the time of ordering.

The Site is intended for use by individuals 18 years of age or older. The Site is not directed for use by children under the age of 18. Users under the age of 18 should get the assistance of a parent or guardian to use this site.

You must contact us immediately if you believe someone else has access to your Account.

We may use third-party software to verify your account or account details.

We reserve the right to modify your personal Accounts and/or Orders where the information provided is discontinued or obsolete, incomplete, incorrect, misleading, inactive for a reasonable period, or We have not been able to contact you using the information provided with your Account or Guest account, and/or where We believe your Account is being used for purposes that do not comply with these Terms and Conditions.

We reserve the right to modify or terminate an Account or Account details at Our absolute discretion, including the right to delete, merge or amalgamate duplicate Accounts held by you. We make no warranty to the completeness of the information that you provide us.

Where we choose to use third-party services in conjunction with this Website, including secure payment options for purchasing Goods from the Site, you may also be required to create and maintain a separate account that may include personal and financial account details. You must comply with the terms of use with these third-party websites.

Non-compliance with these third-party websites may limit your ability to Order, be provided with Goods, rebates or bonus offers in conjunction with your Purchase.

This Website is designed for Australian customers. International purchases are welcome, but all prices provided are in Australian Dollars (AUD).

18. Errors on Our Site

Errors will be rectified where discovered and we reserve the right to revoke any stated offer and to correct any errors, inaccuracies or omissions including after an order has been submitted, whether or not the order has been confirmed and credit card charged.

19. Product Display/Colours

The Site attempts to display product images shown on the site as accurately as possible. However, we cannot guarantee that the colour you see matches the product colour, as the display of the colour depends, in part, upon the monitor you are using.