



### **Cancellation Policy**

**Course Fees:** Fees should be paid 7 days prior to course commencement unless an order number has been provided (for approved customers only).

**Cancellations:** Capability Resources reserves the right to cancel any course and a refund will be given if this occurs. Every effort will be made to contact students and employers so please ensure we have your correct contact details. Once a course has commenced, Capability Resources will ensure the full course is delivered.

**Refunds:** Fees will only be refunded in the following circumstances

- Where participants have overpaid the course fees, the amount overpaid will be refunded
- Where participants are enrolled in training that has been cancelled, any fees paid will be refunded in full (or can be applied towards training on an alternative date).
- Where participants withdraw from a course at least 5 working days prior to class commencement, any fees paid towards the course will be refunded, less a \$20 administration fee.
- Where a participant is unable to commence their training due to serious illness or misadventure, any fees paid towards the course will be refunded, less a \$20 administration fee. This may be subject to the provision of a Medical Certificate when requested.
- We do not refund or transfer fees when you withdraw within 5 working days of course commencement.

### **Complaints, Grievance & Appeals**

Capability Resources has in place a complaints and grievances procedure to ensure the outcome of all complaints and grievances are dealt within a timely manner and the best outcome is achieved for all parties concerned. Participants who have a grievance have the right to raise the grievance and expect that every effort will be made to resolve it in accordance with our policy, without prejudice or fear of reprisal or victimisation. We manage all grievances fairly, equitably and efficiently as possible.

### **Discipline**

At the commencement of any training, participants are informed of the standards of behaviour and the expectations of both the participants and trainer during the course. Participants behaving in an unacceptable manner will receive a verbal warning; continued unacceptable behaviour may result in the participant being asked to leave. If this occurs the employer will be notified of the reason and action taken, refunds will not be provided if this occurs.

### **Special Needs**

Capability Resources recognise that there may be participants with special needs (e.g. literacy, numeracy, physical, dietary or religious). If you feel that you have special needs please provide details so that we are able to accommodate them.

### **Access to Training Records**

A student and/or their employer may access personal training information upon written request. Written permission from the student shall be obtained prior to providing information to an employer. Please contact Capability Resources for more information regarding access to training records.

### **Legislative Requirements**

Capability Resources complies with all relevant State and Federal legislation regarding the following; Occupational health and safety, Workplace harassment, victimization and bullying, Child Protection Act, Anti-discrimination, racial vilification, Equal opportunity, disability discrimination, Confidentiality and Privacy.

If requested we will ensure that participants are provided with relevant information about any legislation that may affect their participation in the training that is provided by us.