

Cancellation Policy

- No penalty if request for cancellation was received more than 20 working days before the commencement of the course
- 50% of the full fee if cancellation request was received more than 10 working days and less than 20 working days before the commencement of the course
- A penalty of 75% of the full fee if cancellation request was received more than 2 working days and less than 11 days before the commencement of the course
- Full fee if cancellation request was received 2 working days before the commencement of the course
- Capability Resources retain the right to cancel a course due to insufficient numbers

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.