

Thank you for choosing Impact Safety Group to deliver your training; we provide a suite of nationally recognised units of competence through our partnership with, and under the auspices of, Combined Safety Services, who are a registered training organisation (RTO – 40453).

Participants need to receive sufficient details to be adequately prepared for the course they are undertaking; this supports them to achieve the desired outcomes without unnecessary inconvenience to them or their workplace.

Please carefully read and consider the following terms and conditions relating to your course and share the relevant information with those who are going to attend.

ONCE YOU HAVE BOOKED YOUR PLACE THERE ARE TWO FORMS THAT MUST BE COMPLETED AND RETURNED TO US AS SOON AS POSSIBLE, BUT NOT LATER THAN 3 WORKING DAYS PRIOR TO THE COURSE DATE.

PARTICIPANT INFORMATION FORM (PIF) AND FITNESS TO PARTICIPATE IN TRAINING DECLARATION (FTPITD):

Please ensure that both our PIF and FTPITD attached with this information, and accessible from our website, are to be completed by each participant and returned to us as soon as possible so the required registrations can be lodged with our RTO. These forms are fillable PDF's and wherever possible we prefer them to be typed to save mistakes encountered with handwriting, if the forms are to be completed in handwriting, they must be neat and legible. These forms should not be completed by a third party or company official.

UNIQUE STUDENT IDENTIFIER – USI:

Everyone who undertakes nationally recognised training needs a unique student identifier (USI) to receive their qualification or statement of attainment. If you do not have a USI, you will not receive your qualification or statement of attainment. This is an Australian Government requirement, is free, and you create your own USI online at <https://www.usi.gov.au/students/create-your-usi>

Every time you attend nationally recognised training you need to have your USI available, so record your USI and keep it handy and safe somewhere, perhaps on your phone; If you are unable to provide your USI, we cannot issue your certificate.

ID IS REQUIRED:

All participants must provide valid photo identification on the day of training.

PUNCTUALITY:

It is very important that participants arrive at least five (5) minutes prior to the scheduled start time. Participants that arrive late for a course will not be permitted to attend. They may be re-booked into the next available course or forfeit the fees paid at Impact safety Group's discretion.

Where participants leave before completion of the course, the participant is liable for the full course fees and a Statement of Attainment will not be provided.

CLOTHING:

Participants to wear comfortable work attire including enclosed footwear.

MEALS:

Usually, participants are allotted a half hour lunch break and need to bring their own meal requirements and sufficient hydration for the day of the training course. Limited food outlets are in Gravelly Beach with a wider variety in Exeter, a 5-minute drive away.

SPECIAL NEEDS:

Impact Safety Group conducts training programs to those working in high-risk work environments. It is important to note that these training programs can be physically and psychologically demanding. Participants need to be informed of this to enable them time to contact their training coordinator if they have any special needs that they believe will impact on their ability to meet these demands. This needs to be done with sufficient time to discuss any additional assistance that may need to be provided from Impact Safety Group.

CLASS SIZE:

Class sizes are determined by Impact Safety Group and are not able to be exceeded on the day of training; courses have set times, equipment availability and venue parameters to manage. Therefore, participant numbers are normally between 5 - 12 persons.

ONSITE TRAINING REQUIREMENTS:

In the case that training is to be delivered on your worksite we would appreciate a contact name and contact details for your site representative on training day. This person needs to be onsite on training day.

We do need a clean quiet training room so the theory components can be done without undue distraction and a suitable area for practical application.

We would also appreciate knowing if our trainer is required to undertake a site induction and if so the detail in relation to that.

PAYMENT, CANCELLATIONS, REFUNDS AND TRANSFERS:

Payment is required no later than four (4) working days prior to the training date to confirm your training place/s.

Once payment is made and participant/s then find they are unable to attend the booked course our policy is to reschedule the participant/s to the next available course, usually within the following three weeks.

In the event of illness, where a participant is unable to attend a training course at short notice, an Impact Safety Group representative should be notified as soon as possible prior to the day of that course. In these cases, participants may transfer to the next immediate course on provision of a valid medical certificate for the dates concerned.

Cancellation of attendance not received two (2) days prior to the training date usually results in the loss of all fees paid as it is not practicable for us to re-sell the place/s at such short notice, Cancellations made after payment has been made and more than two (2) days prior to the course date usually results in the forfeit of fifty percent of the course costs if the participant/s cannot reschedule to the next course.

Failure to attend the training without Impact Safety Group being advised will also result in the forfeit of the total course fees- Whilst unlikely to occur Impact Safety Group does reserve the right to cancel, postpone or re-schedule training courses due to low enrolment or unforeseen circumstances.

Impact Safety Group will offer a full refund, or a transfer of registration, without additional charge, to the next available training course, and will aim to ensure minimum disruption and inconvenience to all participants.