

Purpose

The purpose of this policy applies to the Australian Lifesaver Training Online Training service when it is used as an online ordering facility for the purchase of online training, enrolling into a course or for the completion of pre-course work, course assessment work prior to face to face training. Both in public courses and onsite training.

Use of the Service

The service is only available to students/participants who have or about to complete an Australian Lifesaver Training course and who are resident in and accessing the service from Australia. The service may be used to purchase Online or face to face training across any of our training courses/units.

By ordering or completing Training via the service, you confirm that you have read and understood these terms and conditions. You agree to be bound by these terms and to comply with all applicable laws and regulations. Australian Lifesaver Training reserves the right to refuse the service to any person found to be acting outside these terms and conditions. All fees will be forfeited for any breach of Australian law associated with illegal activity.

Enrolment Declaration

When enrolling online you declare that the information you have provided to the best of your knowledge is true and correct. You consent to collection, use and disclosure of your personal information in accordance with the Privacy Notice below.

Should the course or unit be conducted through your employer or organisation, you permit Australian Lifesaver Training to discuss your progress and outcomes with your Employer.

Privacy Notice

Under the Data Provision Requirements 2012, Australian Lifesaver Training is required to collect personal information about you. This is disclosed to the National Centre of Vocational Education Research Ltd (NCVER)

Your personal information (including personal information contained on our enrolment form), may be used or disclosed by Australian Lifesaver Training for statistical, administrative, regulatory and research purposes. Australian Lifesaver Training may disclose your personal information for these purposes to:

- Commonwealth, State or Territory government departments and authorised agencies.
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Population authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage
- Pre-population RTO student enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation

You may receive a student survey which may be administration by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contracted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

Placing an Order

To place an order/enrolment, follow the instructions on the ordering page of our website. You are able to correct errors on your order up to the point at which you click on "Pay Now" button.

You must provide the requested information for us to process your order/enrolment. We may contact you to request further information to enable us to complete your order and/or to comply with regulatory requirements.

We will use various procedures to authenticate each transaction. By placing an order/enrolment, you confirm that the details contained in the order are correct in all respects. The system will display a confirmation page setting out the details of your order. This confirms receipt of your order.

A contract exists when we receive your Visa or Mastercard card credit or debit card. You will be sent a confirmation email that your order and payment has been accepted. For group bookings a contract exists as students/participants are enrolled and will be issued an invoice.

Payment via Credit or Debit Card

For orders/enrolments paid by credit or debit card, your card will be debited once you press "Pay Now" on the pay page. To protect you against fraud we do not record or hold any credit or debit card information other than the immediate processing requirements. We use third a party payment gateway with SSL security and encryption processes.

Completion of Training

For pre-payment-based courses training/course prework or assessments may be completed online at any time once payment has been accepted by us. Once payment has been accepted you will receive a

confirmation Email detailing your course details. Where payment is not required prior to training you or your employer may have been sent an email detailing instructions or logins required for the course/unit.

If you are unable to complete the training via the links provided there are alternative ways to complete the training prior to your face to face session. Contact Australian Lifesaver Training for assistance to access to these alternatives.

Fees and Charges

Additional fees may be charged for:

Fees	Items
\$35*	The reissuance of misplaced or lost certificates. An extra fee of \$35* is charged for each certificate (Testamur, Record or Results and/or Statement of Attainment) that requires reprinting.
\$35*	Administration fee – process refunds.
As per Bank's handling fees	Credit card or debit card handling fees, where refund has been approved by Australian Lifesaver Training orders paid via credit or debit card.
Per Case Basis	The replacement of any learning resources that are lost or misplaced. As these vary from program to program clients are required to view course information for more detailed costings prior to their enrolment.
Per Case Basis	Clients who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged an extra fee for each subsequent submission.
Per Case Basis	Application for a USI number on behalf of a client is required
Per Case Basis	Embedded qualification charge covers the issuance of a lower qualification if the client has completed all the relevant units of competency in a higher qualification. Only issued upon request.
<i>* The stated fee is correct at the time of publishing but may vary at the time of application</i>	

Cancellation Policy

Australian Lifesaver Training provides a cancellation policy to students/participants prior to commencement of the course. We have a full cancellation policy on our website.

Notification of Cancellation	Refund Amount
Withdraw prior to course completion	No refund Extra fees may also be charged to cover the number of units completed. Should students wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards the course. This offer is only available within a six-month period from the time the initial payment is received.
Once the course/unit has commenced	No refund Where payment has not been paid, clients will be invoiced
1 to 4 days prior to the course commencement date	No refund Where payment has not been paid, clients will be invoiced
5 to 14 days prior to the course commencement date	50% refund, plus \$35* administration fee
15 days or more prior to the course commencement date	Full refund, plus a \$35* administration fee
<ul style="list-style-type: none"> All cancellations must be emailed or can be sent via our website online form. Administration is not opened on weekends or public holidays. The date of the received email will be taken from the first business working day after receiving the email. E.g., if an email is sent on Saturday then Monday will be the date received and days calculated to course will be taken from the Monday. <p>Once a course has commenced, no refund will be made where the student/participant withdraw prior to completion. Should the student/participant wish to finalise the incomplete units or tasks, the original fee can be used as a credit towards that course. This will be looked at based on the unit/course and time frame. After six months this offer will not be applicable.</p>	

To cancel your training order paid via credit or debit card please send an initial email to Michelle Allen, michelle@alt.edu.au. Ensure you have your order reference number handy.

Refunds can take up to 10 business days to process. For security and to protect you from fraud, credit or debit card refunds can only be made to the card from which the payment originated.

Personal Information and Security

We use secure server software to make our internet transactions secure. Please review our Privacy policy on our website to find out how we may use and disclose your personal information. You agree that all information provided by you is true and correct, that any material information will not be withheld, and you will provide us with any additional information that may be required by us.

All credit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment your order will not be accepted.

If your card is rejected by your card issuer please contact them to resolve issues, we are unable to assist you with this process.

Limiting our Liability

We use reasonable care and skill in providing the enrolment online service. However, we shall not be liable to you for the following:

- If we are unable to perform any of our obligations to you due to failure of any technical systems or for any other reasons beyond our reasonable control including or not limited to war, terrorism, third-party criminal actions, sickness, government action, natural disaster, industrial disputes and pandemics.
- For any damage to your computer equipment as a result of using the website or service.
- For any indirect, or consequential losses, claims or damages suffered by you or incurred from your use of the website or server however caused.

Our maximum liability to you in respect of each use of service for the purchase of Training shall be to refund the purchase price of that order. This does not affect your statutory rights.

Alteration of Terms

We may, at any time, with immediate effect, in respect of future orders, change or withdraw the website, the service and these terms without liability to you. By using the service or placing orders after we have changed these terms, you will be accepting the changes.

Third Party Rights

When you place an order for Training via our service/website we are entering a contract with you personally. Nothing in these terms will confer any benefit on any third party or any right to enforce these terms, on any third party.

Law and Jurisdiction

Our relationship shall be governed and interpreted in accordance with the laws in the State of New South Wales. Any dispute, which cannot be resolved between us, shall be resolved in the Courts of New South Wales.