

Course Enrolment Form

TERMS AND CONDITIONS

COURSE REGISTRATION, PAYMENTS AND REFUND POLICY

All course enrolments with New Horizons Safety and Training Services (NHST) are subject to the terms and conditions as set out below.

COURSE REGISTRATIONS AND PAYMENTS

NHST cannot reserve a placement in a course without the required course payment or course deposit fee for the associated course enrolment. A course deposit fees of \$1500 is only required if the course fee \$1500 or greater.

COURSE CANCELLATIONS/ AND POSTPONEMENTS BY NHST BEFORE COURSE COMMENCEMENT

NHST reserves the right to cancel or postpone any training program/ course at any time for the following reasons:

- where there are insufficient numbers to warrant a class
- weather conditions have affected the training environment to the point where it is unsafe.
- unavailability of NHST trainers
- the training facility has become unavailable for any reason

Any participant enrolled to complete a course which has been cancelled for any of the above reasons will be refunded full course costs including refund of any course deposits. Alternatively the participant can re-enroll to complete the same course at a future date or a course credit can be given to complete another course/s with NHST to the same value.

COURSE INTERRUPTIONS

In the case where a particular training course has been interrupted at any time after commencement due to:

- bad weather
- malfunctions or breakdowns
- incidents of any kind that result in the temporary stoppage of training
- the training facility becoming unavailable for any reason

If it is deemed necessary by NHST that the course cannot be completed in the allotted time, arrangements will be made for the course participant/s to complete the training at a later suitable time. If no suitable time can be arranged then a partial refund will be arranged based on the time and duration of the interruption.

Please Note: Full refunds will not be granted. Statement of Attainments and passports will not be processed or issued until courses are completed in full and final assessment(s) have been successfully completed where necessary.

CANCELLATION OF ENROLMENTS AND COURSE REFUNDS

Providing Notice to NHST of Cancellation

To cancel a course enrolment(s), participants must contact NHST by phone on (07) 4927 666; or in person.

As set out above, NHST will contact any participant(s) enrolled to a course cancelled by NHST prior to commencement for any reason as stated and arrange a course refund or re-enrolment into a future course.

REFUNDS POLICY

Participants that cancel their enrolment the following notice must be given to NHST to receive a refund or course credit which is as follows:

All Courses (excluding Machinery Courses)

- Notice of cancellation must be given **no less than 2 business days'** prior to the course commencement to receive a full refund of fees paid.
- Notice of cancellation must be given **no less than 1 business day** prior to the course commencement to receive a course credit to the same value of fees paid.
- Notice of cancellation which is **less than 1 business day** prior to the course commencement will receive No Refund or Course Credit.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment **after the course commencement** dates.
- *A person with the required course pre-requisites can be substituted to complete the course in the event the original participant enrolled cannot complete the course for any unforeseen reasons. Notice of **substitution** must be provided **no less than 1 business day** prior to course commencement.*

Machinery Courses (excluding Forklift and EWP)

- Notice of cancellation must be given **no less than 10 business days'** prior to the course commencement to receive a full refund of fees paid.
- Notice of cancellation must be given **no less than 5 business days'** prior to the course commencement to receive a course credit to the same value of fees paid.
- Notice of cancellation which is **less than 5 business days'** prior to the course commencement will receive No Refund or Course Credit.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment **after the course commencement** dates.
- *A person with the required course pre-requisites can be substituted to complete the course in the event the original participant enrolled cannot complete the course for any unforeseen reasons. Notice of **substitution** must be provided **no less than 1 business day** prior to course commencement.*

Note: In the event the participant is prevented from completing the course due to Personal Injury, Death or a Death in the immediate Family; a course credit may be granted if the relevant documentation is provided to the NHST (example: doctor's medical certificate). No refunds will be given under these circumstances or any other circumstances.

MANDATORY DRESS REQUIREMENTS

Personal Protective Equipment (PPE)

It is the responsibility of the course participant to acquire their own PPE as there will be No Entry to the NHST training facility unless mandatory PPE is worn. PPE requirements that apply to all courses including Generic Inductions to Coal Mining are as follows:

Mandatory PPE Requirements

- Long Sleeve Hi-Visibility Shirt; (or Long Sleeve Shirt with a Hi-Visibility Vest)
- Long Pants (Jeans are Acceptable)
- Steel Cap Safety Boots

Additional PPE Requirements

- Hard Hat
- Ear plugs
- Safety Glasses
- Gloves and Belt Clip

→ Additional PPE Requirements do not apply to participants of Working at Heights or Confined Space Courses.

→ The above Additional PPE only will be made available to participants for shared use only if participants cannot supply their own.

→ **Attendance without Mandatory PPE required will result in NO ADMITTANCE to course and a forfeit of course fees.**

COURSE PRE-REQUISITES

Generic Induction Passport to Coal Mining (GI Passport)

→ **GI Passport Renewals:** Participants completing a GI Passport Renewal Course are required to present NHST with a current GI Passport or an expired passport within 6 months from expiration.

→ **Mining Machinery Courses:** Participants are required to present NHST with a current GI Passport prior to course commencement.

Statements of Attainments which include all 6 Standard 11 units of competencies will be accepted. Statements of Completion; or Statements of Attendance will NOT be accepted.

Refunds and Course Credits as stated above will apply to all participants enrolled to complete a course where a GI Passport cannot be provided prior course commencement.

PRIVACY DECLARATION

Personal information collected as a result of your enrolment will be used by NHST and the regulator for general participant administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised departmental officers have access to this information.

Your personal information will be disclosed to Australian and State Government authorities and agencies as required by law. If undertaking an OH&S Prescribed Occupation course your personal information will be made available to Workplace Health & Safety Queensland.

The following information and documentation may be made available to your employer (by request); attendance, results of assessment(s), copies of statements of attainment/ completion and progress reports if they have provided the payment for your course. If you do not wish for this information to be discussed or released to your employer, please specify NO in Section 11. Records Release Authority on the Personal Details Form (Form 18), which is completed upon course commencement.

If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent or guardian.

By undertaking the courses with NHST, I consent to my personal information (first name, last name, date of birth, passport (license number's) and endorsement expiry dates) being made available to third party organisations including the MI Skills Centre and other Registered Training Organisations for verification of competency completion only and no other purposes.

No further access to your enrolment information will be provided to any other organisation or persons without your consent or, unless authorised or required by law.

THESE TERMS AND CONDITIONS ARE NHST POLICY. THERE WILL BE NO NEGOTIATIONS ENTERED INTO.