

BOOKING TERMS & CONDITIONS

POLICY & PROCEDURE



Purpose

The purpose of this procedure is to detail the booking terms and conditions associated with completing an enrolment with Volt Edge.

Scope

This policy applies to students/clients enrolling into a course conducted by Volt Edge.

1. Booking Terms and Conditions

Face-to-Face Training	Online/Live Web Classroom
<p>All fees will be paid prior to the commencement of training unless prior arrangements are made with Volt Edge.</p> <p>After booking and paying online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). Volt Edge will normally confirm receipt of your order within a few minutes of ordering confirming your pending enrolment. Volt Edge will attempt to finalise your enrolment and confirm your training via email within 1 working day depending on factors such as, eligibility of course suitability and verification of prerequisites.</p> <p>Refunds</p> <p>Cancellation and change fees are addressed according to:</p> <ol style="list-style-type: none">the notice given by the person making the request, andthe course value. <p>Enrolment fee may be refunded under the following circumstances:</p> <ul style="list-style-type: none">If a student withdraws from the course more than seven (7) days prior to commencement of the course, full enrolment fee will be refunded.If a student withdraws less than seven (7) days but more than (1) one business day prior to commencement of the course 20% of course fee will be forfeited, 80% of course fee will be refunded.No refunds will be granted from the date of the commencement of course.In line with our values on equity and access, students may approach Volt Edge if they have circumstances that warrant an alternative payment structure being agreed. <p>To review the full Fees and Charges Policy and Procedures related to your enrolment, click here.</p> <p>Where a refund is due to a candidate, the applicable refund amount will be provided within seven business days from completion and receipt of the refund application.</p> <p>Coronavirus Risk Statement</p> <p>The nature of face-to-face training inherently implies physical proximity to both trainers and other students. This carries with it risks associated with coronavirus transmission. Volt Edge operates under COVID-Safe Plans in all of our facilities and employ a wide range of measures to mitigate the risks of coronavirus.</p> <p>Whilst attending a Volt Edge training venue, we ask that you comply with instructions given by the Facilitator to</p>	<p>All the following terms and conditions apply to any of Volt Edge's courses which are delivered either wholly or in part online.</p> <p>After booking and paying online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). Volt Edge will normally confirm receipt of your order within a few minutes of ordering confirming your pending enrolment. Volt Edge will attempt to send your login details via email within 1 business day depending on factors such as, eligibility of course suitability and verification of prerequisites.</p> <p>Online/Live Web Refunds</p> <p>Whilst we will issue refunds in accordance with Australian Consumer Law, however, please note that refunds will not be provided where you have:</p> <ul style="list-style-type: none">changed your mind;found it cheaper somewhere else;decided you did not like the purchase; or,have no use for it. <p>Refunds will only be provided by Volt Edge where:</p> <ul style="list-style-type: none">a person has been unable to complete their online course due to the unavailability of Volt Edge's online learning services; andVolt Edge, or sub-provider has failed to maintain services. <p>Refunds will not be granted, for example, where a person's personal internet connection becomes unavailable, personal IT hardware is unable to meet the minimum requirements, or corporate internet access blocks access to Volt Edge's online learning services. To review the full Fees and Charges Policy and Procedures related to your enrolment, click here.</p> <p>Live Web Classrooms</p> <p>Upon selection of your course, it is your responsibility to review all terms and conditions relating to the course in question. Specifically, participants bare all responsibility for ensuring they possess the technology, network connection and aptitude suitable for participating in live web classrooms. Volt Edge make available the minimum system requirements to participate in live web classrooms at time of booking. Volt Edge provides information to help you test your system ahead of time to help eliminate possible problems, and you agree to perform this testing prior to course commencement.</p>

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<p>lower the risk of the transmission of coronavirus, but know that the risk of transmission cannot be eliminated. Prospective students wishing to attend face-to-face training do so at their own risk. Booking a face-to-face course acknowledges acceptance of this risk.</p> <p>Prerequisites</p> <p>Some courses have prerequisites that MUST be supplied prior to attending the course. This will be communicated on the website, in the booking confirmation, and on the phone if you call. In the event a prerequisite is not received by 5:00pm AEST (Brisbane time) on the business day prior to the course, this may affect your eligibility to attend or complete the course or the outcome to the course may be issued as non-accredited.</p> <p>USI</p> <p>USI (Unique Student Identifier): It is a requirement that all students undertaking accredited training supply their training provider with their USI#. If you do not have one or cannot remember this, refer to www.usi.gov.au/about. Want to create your own USI, go to www.usi.gov.au.</p> <p>Student Handbook</p> <p>The Student Handbook details the policies and procedures associated with your enrolment with Volt Edge. Click here to review this document before attending your course.</p> <p>Student Visa Holders</p> <p>Unfortunately, people who are on a student visa are not eligible to enrol, participate or attend any of our courses (face to face, or online) as we are not CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) registered. Student visa holders should seek an institution that is CRICOS registered for their training needs. Alternatively you can complete our course non-accredited.</p> <p>* NOTE: Booking a course with us constitutes acceptance of the above terms and conditions.</p>	<p>Minimum System Requirements</p> <p>Students are responsible for their own computer/device technology and Internet service. The technology standard required is described during the enrolment process for each live web or online course provided. Volt Edge is not responsible for any problems caused to or by your equipment, including any virus or related problems with your use of our live web or online learning management systems. You are responsible for all connection, access or data fees, and for installing, maintaining, and operating your own equipment. Volt Edge makes no warranties or interpretations that the website(s) contents and course information will meet your requirements.</p> <p>Marking</p> <p>Where courses require assessments to be submitted these conditions will apply. Upon successful enrolment into your course, you will be notified of your relevant trainer/s and/or assessor/s. Volt Edge will, upon receiving submission of an assessable item from you, endeavour to mark, and return, any piece of assessment within five (5) business days. Please be advised that larger pieces of assessment may take longer. If you have not received a response to your submission within 10 (ten) business days, please contact Volt Edge to discuss.</p> <p>Enrolment Period</p> <p>For courses delivered wholly online, the enrolment period commences at the time of purchase at which point the participant will be emailed their logon details to access the course. For courses delivered in a blended mode, the enrolment term commences on the first day of the face-to-face training component. To review each course enrolment period, refer to the course details made available on our website.</p> <p>Student Support</p> <p>During the enrolment term, support will be provided during Volt Edge's business hours (7:30am - 5:00pm AEST). Support services are dependent upon on the type of course into which the student has enrolled.</p> <p>* NOTE: Booking a course with us constitutes acceptance of the above terms and conditions.</p>