

BOOKING TERMS & CONDITONS POLICY & PROCEDURE



SCOPE

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

POLICY STATEMENT

The purpose of this policy is to detail the booking terms and conditions associated with completing an enrolment with Volt Edge. It is intended to be reflective of the Australian Consumer Law under Schedule 2 of the *Competition and Consumer Act 2010* (Cth). In the event of any inconsistent, the relevant terms of the Australian Consumer Law are to apply to the extent of the inconsistency without affecting the remaining terms of this policy.

DEFINITIONS

(Define any acronyms, jargon, or terms that might have multiple meanings)

TERM	DEFINITION
Face-to-face training	Training that is conducted in a face-to-face environment – onsite at a Volt Edge owned or operated facility or a closed course site.
Online training	Training that is conducted online, self-paced – student led with online material provided
Live web training	Training that is conducted in a live-web environment – online via zoom (or similar videoconferencing software) with a Volt Edge trainer
eWay	Credit card portal service used by Volt Edge
Prerequisite	Competencies that are required prior to certification of enrolled course

PROCEDURE

Face-to-face Training:

All fees will be paid prior to the commencement of training unless prior arrangements are made with Volt Edge. If a student or client is in arrears with respect to payment, Volt Edge may refuse attendance at Face-to-face training, or withhold the issuing of certification, until the outstanding amount in arrears is rectified by the student or client.

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 endeavour 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. There may be delays from time to time due to higher than usual operational demands on Volt Edge.

Refunds

Cancellation and change fees are addressed according to:

- the notice given by the person making the request, and
- the course value.

Volt Edge incurs costs in preparing for courses and engaging suitably qualified trainers to facilitate its courses. To ensure the quality of training provided, there are often limits on the number of enrolments for courses, which helps trainers attend to the personal learning needs of students. In deciding whether courses should proceed, Volt Edge also needs to ensure there are sufficient students to justify the costs incurred in arranging and facilitating courses.

Late withdrawals from courses means Volt Edge has already incurred costs in preparing for a course, in circumstances where it would be difficult to recover because it is often be impractical to offer the vacancy in the course to another student at short notice. Volt Edge therefore has a policy to charge cancellation fees.

Unless otherwise required under this policy, enrolment fee may be refunded under the following circumstances:

- If a student withdraws from the course more than seven (7) calendar days prior to commencement of the course, full enrolment fee will be refunded.

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- If a student withdraws less than seven (7) days but more than (1) one business day prior to commencement of the course, 20% of the course fee will be forfeited, 80% of the course fee will be refunded.
- No refunds will be granted if a student withdraws after a course has commenced.
- 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, such as reasons of financial hardship.

The processing of refunds is subject to the student making the request in an approved form. To review the full Fees and Charges Policy and Procedures related to your enrolment, [click here](#).

Where a refund is due to a student, the applicable refund amount will be provided within seven business days from completion and receipt of the refund application. Unless there is a separate agreement with Volt Edge, refunds will be processed into the bank account originally used to pay for the enrolment fees.

Coronavirus Risk Statement

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 our facilities and employ a wide range of measures to mitigate the risks of coronavirus.

Whilst attending a Volt Edge training venue, we ask that you comply with instructions given by trainers and Volt Edge personnel to 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.

Prerequisites

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. It is the responsibility of students to ensure they meet prerequisites, and Volt Edge will provide reasonable assistance to clarify these prerequisites.

There are also some courses that are conditional upon a student completing another course. It is the responsibility of students to ensure they have completed any prerequisite coursework prior to enrolling in courses.

USI

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. Where a student does not provide their USI, this may lead to delays in Volt Edge issuing certification or accreditation, and Volt Edge will not be responsible for such delays. It is therefore strongly recommended that students obtain their USI well in advance of enrolling in Volt Edge's courses, to account for any delays in obtaining a USI.

Student Handbook

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.

Student Visa Holders

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. Persons on a student visa must ensure that the course is suitable for their requirements prior to enrolling.

*** NOTE: Booking a course with us constitutes acceptance of the above terms and conditions.**

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Online/Live Web Classroom Training:

All the following terms and conditions apply to any of Volt Edge's courses which are delivered either wholly or in part online.

All fees will be paid prior to the commencement of training unless prior arrangements are made with Volt Edge. If a student or client is in arrears with respect to payment, Volt Edge may refuse access to Online training or Live web training, or withhold the issuing of certification, until the outstanding amount in arrears is rectified.

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 endeavour to send your login details via email within 1 business day depending on factors such as, eligibility of course suitability and verification of prerequisites. There may be delays from time to time due to higher than usual operational demands on Volt Edge. It is the responsibility of students to ensure they have provided correct contact details when booking and paying online.

Online/Live Web Refunds

Whilst we will issue refunds in accordance with Australian Consumer Law, however, please note that refunds will not be provided where you have:

- changed your mind;
- found it cheaper somewhere else;
- decided you did not like the course;
- become unable to attend or complete the course, where Volt Edge is not at fault;
- found out that the course was not applicable or superfluous to your needs;
- asked the course to be done contrary to requirements applicable to registered training organisations, and Volt Edge has refused your request; or
- have no use for it.

Refunds will only be provided by Volt Edge where you have:

- become unable to complete your course due to fault of Volt Edge, such as unavailability of online learning services;
- a major problem, such as where the course has been incorrectly advertised by Volt Edge; or
- Volt Edge was withdrawn or failed to maintain the course until its completion.

The processing of refunds is subject to the student making the request in an approved form.

Refunds will not be granted for issues which Volt Edge cannot be held responsible for, 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. It also includes situations where a student fails to undertake the necessary coursework or tasks to obtain a passing grade. To review the full Fees and Charges Policy and Procedures related to your enrolment, [click here](#).

Live Web Classrooms

Upon selection of your course, it is your responsibility to review all terms and conditions relating to the course in question. Specifically, participants are responsible for ensuring they possess the technology, network connection and aptitude suitable for participating in Live web training. Volt Edge make available the minimum system requirements to participate in Live web training 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.

Live web training will generally specify the commencement and finish times, including the applicable time zone. It is the responsibility of students to ensure they attend at the correct time, and Volt Edge will not be held responsible where a student fails to attend as a result of mistaken time zones.

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Minimum System Requirements

Students are responsible for their own computer/device technology and Internet service. The technology standard required is described during the enrolment process for Online training or Live web training 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 Online training or Live web training 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.

Marking

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.

Enrolment Period

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](#).

Student Support

During the enrolment term, support will be provided during Volt Edge's business hours (7:00am - 4:30pm AEST). Support services are dependent upon on the type of course into which the student has enrolled.

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VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
2.0	Kelly Robinson	15/05/2023	Review of content *more to be added*	Kelly Robinson
2.1	Kirsty Brunner	22/05/2023	Updated format	Emily Dalton
2.2	Kirsty Brunner	3/5/2024	Review and update consumer law	NB Lawyers

DOCUMENT CONTROL

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Author:	Wendy Melling
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