

YOUR LEARNING PORTAL

Group Booking Terms and Conditions

Confirmation

Confirmation of your training session is emailed out approximately 7-10 days prior to your session. Please reply to this email as it ensures that we have all the correct details in our system. If you notice any errors in the confirmation, please let us know as soon as possible so we can amend admin@yourlearningportal.com.au. Sessions are scheduled from 9am-5pm, Monday to Friday, and sessions are not booked on public holidays.

Certificates

Certificates are issued to the service provider only. If you are a student enquiring about your certificate, then you need to contact your service provider. Certificates are issued once payment for the training session has cleared through the accounts system. Exemptions may be obtained at the discretion of the Chief Executive Officer. If you have any queries regarding invoicing, please email: accounts@yourlearningportal.com.au

Lateness and Absence

Our training sessions are based on competency so students need to ensure they are present for the entire training session. We suggest students arrive 5-10 mins prior to settle in, sign in & start to read their workbook. Sometimes lateness is inevitable due to unforeseen circumstances, please ensure students contact yourself as soon as possible & then contact the Administration on [0411 849 194](tel:0411849194). If a student arrives late beyond a reasonable period of time, the trainer reserves the right to refuse the student entry to the class as it can impact the student's competency.

Session Numbers

Each training session is capped at 10 students. This is to assist with keeping within time for the practical component. Session numbers must be confirmed via email at least 10 days prior to the session to avoid resource wastage. If they are not, then the company will incur the charge of 10 student workbooks.

Changes in Session Topic

Session topic changes cannot be accommodated earlier than 2 weeks' notice. If you wish to change the session topic, this can only be done no less than 2 weeks prior to the scheduled training session as generally books are printed and with the trainers, 1 week prior to the session.

Training Cancellation Policy

In the event of cancellation of the course by the client the following fee structure will apply:

- 5 days prior to event - no charge
- 4 days prior to event - 20% of course fees charged
- 3 days prior to event - 30% of course fees charged
- 2 days prior to event - 50% of course fees charged
- Day before event - 75% of course fees charged
- Event day - full course fees charged

In the event of a course requiring rescheduling due to instructor illness or unavailability there will be no charge and the course will be rescheduled to a mutually acceptable time.



Regional Training Requirements

Regional training sessions generally require booking of accommodation and vehicle transport including ferry services etc. After the official email confirmation is sent, Your Learning Portal will book all necessary accommodation and transport required for the training session and pre-pay if necessary. If in the event the training is cancelled at any point beyond the official confirmation email, then the service provider is responsible for reimbursing Your Learning Portal for the cancellation of these services if the costs cannot be recuperated. If the accommodation or transport service can be cancelled and the payment refunded, then the service provider will incur no cost.

Specialised Training Materials

Your Learning Portal can custom make training packages to suit your businesses' needs. We always ask that numbers are confirmed especially in the booking of a specialised training session. In the event of cancellation beyond the official confirmation email, any specialised training materials that are produced specifically for the session, the service provider will incur the full cost. If the training materials have not yet been produced, then the full cost can be disregarded at the discretion of the CEO. If a specific number of training materials is requested, then the service provider will incur the cost of all requested training materials even if the number of the staff that attend, is less.

Accounting and Payments

All general queries regarding payment, can be emailed to accounts@yourlearningportal.com.au with admin@yourlearningportal.com.au being CC'd.

Payment is the sole responsibility of the service provider/company that has booked the training session.

We cannot issue invoices to 3rd parties.

We are more than happy to issue quotes for providers to get training costs approved by the NDIS, prior to booking. We can include participant details on invoices if needed, please provide full name, NDIS number and DOB at time of booking so they can be passed onto accounts.

