

Student Booking Terms and Conditions

Arrival

Please ensure you arrive with adequate time. There are car parks on site however if they are fully utilised, you will need to find parking elsewhere. Please accommodate for this. You will need to sign into your training session with your name, arrival time and email address. Please print this CLEARLY as certificates are issued as per the attendance sheet.

Confirmation

Confirmation of your training session is sent out twice prior to your session. If you notice any errors in the confirmation, please let us know as soon as possible so we can amend admin@yourlearningportal.com.au, 0411 849 194. Sessions are scheduled from 9am-5pm, Monday to Friday, and sessions are not booked on public holidays.

Certificates

Certificates are issued to you via the email you write on the attendance sheet. You will receive them generally within 3 business days. If you have any concerns on the whereabouts of your certificate, please email: admin@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 you contact Administration on 0411 849 194 as soon as possible. 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. If this happens, you can book into another session at a later date.

Student Cancellation Policy

Non Attendance is not accommodated in the Cancellation Policy. If you do not attend your session, you will need to rebook and pay for another session. If your session time does not suit or you need to reschedule, please give us as much time as possible to do this for you. Fees and charges may apply for this. You can contact us on 0411 849 194 or email admin@yourlearningportal.com.au.

There will be full charge and/or no refunds issued for:

- cancellations within five (5) days of the training session
- students who do not achieve competency during competency assessment
- change of mind
- non-attendance.
- All changes to bookings must be made through admin@yourlearningportal.com.au. Additional fees may apply.
- The trainer will try their best with assisting you with your practical assessment however generally, only one assessment attempt is allowed per training session.
- For students who do not achieve competency, a reassessment appointment will be required.

If competency is not achieved during this session, you will need to rebook another session at a later date.

In the event of a training session requiring rescheduling due to instructor illness or unavailability, we make every effort possible to find a replacement trainer however if we cannot, then the session will be rescheduled to a mutually acceptable time.

All transactions are in Australian (AUD) dollars.

