

## Terms and Conditions – Workshops, Short Courses and Online Non-Accredited Programs

Under the Australian Consumer Law (ACL) LogiKal Training is required to provide consumer guarantees for training services we sell.

In accordance with the ACL, LogiKal Training will ensure that our training services are:

- Provided with acceptable care and skill or technical knowledge
- Be fit for the purpose that the student has agreed to
- Be delivered within the agreed timeframe

### Classroom Based Training

- Payment must be received a minimum of 28 days prior to the commencement of training, otherwise no guarantee can be made of a place on the course
- To enable us to fulfil our responsibilities as a Registered Training Organisation (RTO), LogiKal Training will collect, use, store, and disseminate personal information, as defined by the Privacy and Personal Information Protection Act 1998, in a manner consistent with the Information Protection Principles contained within that Act. LogiKal Training will only collect personal information by fair and lawful means that is necessary for the functions of LogiKal Training.

Logikal Training applies the following policy in assessing eligibility for credits, refunds and participant substitutions:

- In the event of a training course being cancelled by LogiKal Training you will be issued in full a refund of all fees paid in respect of that course.
- Non-attendance of a course or any part of a course, once a participant has enrolled will not warrant a refund or credit
- If cancellation of attendance to a training course is less than 14 days prior to the commencement of that course, no refund will be given in respect to that course. However, participant substitution is allowed provided Logikal Training is advised in writing of the substitution prior to the commencement of that course. The substituted participant must complete a course enrollment registration form prior to attending the course.
- If cancellation of attendance to a training course is more than 14 days prior to the commencement of that course, then a refund of 50% of course fees may be granted subject to the completion of a Refund/Credit Application form.
- In the event of a participant being unable to commence a course due to sickness or personal crisis, consideration will be given to a refund or credit. In this instance the student must complete a Credit/Refund Application Form and attach relevant documentary evidence. The credit or refund will be subject to an administration fee of 20%.
- NB: Consideration for any credit or refund of fees is at the absolute discretion of the Company Directors.
- Under no circumstances will LogiKal Training accept any responsibility, financial or otherwise, for changes in personal circumstances or work commitments which may occur after enrolment on a course.

### Online Training

- Payment must be received prior to the commencement of training. Access to the learning system will not be provided to participants until full payment has been received.
- In the event of a training course being cancelled by LogiKal Training, you will be issued a refund for all units of competency not yet completed for that course.
- Non-completion of a course or any part of a course, once a participant has enrolled will not warrant a refund or credit
- Refunds, credits or booking transfers of participants are not available once you have been enrolled in a course.
- Sharing of usernames and passwords is strictly prohibited. LogiKal reserves the right to immediately terminate access to online training if it reasonably believes that more than one user is accessing the online training using the same login details.
- Purchase of online training allows the participant access to course content for the period of time specified in the course outline. Course duration is effective from the date online access is granted.