

These terms and conditions apply to all face-to-face training services provided by RISSB. For the avoidance of doubt, development programs offered by RISSB, such as the Horizon's Program, have their own separate terms and conditions and are not covered by the Training Products and Services terms and conditions.

## 1 Enrolment

On enrolling in a course, it is a requirement that the participant understands and meets the minimum requirements for the course and can attend and participate in the training at the specified times. If a participant requires assistance with enrolling, they are asked to contact RISSB at [training@rissb.com.au](mailto:training@rissb.com.au).

## 2 Payment

Prior to commencing the course, it is a requirement that all fees associated with the course are paid in full, with funds being administered in observance with current ASQA requirements.

Payment methods include credit card, invoice, and invoice with purchase order facility. For further details on payment options, please select the payment options tab on the selected course.

## 3 Course Cancellation

### Cancellation or withdrawal by participants

Participants can cancel or withdrawal from an upcoming face-to-face training course, up until five (5) business days before commencement, without disadvantage.

Where cancellation or withdrawal occurs less than five (5) business days from the date of commencement, the following refund/or credit conditions will apply:

More than 5 business days from course commencement	Less than 5 business days from course commencement	After commencement of course
Full Refund	50% Refund	No Refund*

*\*Consideration of exceptional circumstances may apply*

### Exceptional Circumstances

Exceptional circumstances relate to occurrences that are unexpected, extenuating, or compassionate situations, that are outside the control of the participant. Refunds or reenrolment will be recognised at the discretion of the Training Manager, RISSB.

### Cancellation by RISSB

RISSB reserves the right to cancel a course where the number of enrolments is not conducive to adult education provisions or where participants withdraw, and minimum numbers are not met. RISSB will notify all affected participants well in advance and provide options for alternative courses, which may include transferring to a later date or refunding payment where applicable.

### Non-attendance

Non-attendance at any course by a registered participant without prior notification or arrangement, will incur a charge equivalent to the full course costs.

### Refund Process

A full or partial refund of course fees is available to an eligible participant where withdrawal is made in accordance with these terms and conditions.

Requests for refunds must be made in writing to the Training Manager at RISSB and must include the following details:

- Name and contact details of person requesting the refund
- Invoice Number
- Date and Location of Scheduled Course
- Refund type (cancellation, transfer, withdrawal)
- Reason for the refund
- Details for preferred refund payment method

All requests will be processed promptly with notification on the status of refund requests provided to the participant within 14 business days.

## 4 Copyright

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Participants must agree that all lessons and any related material supplied by RISSB are secured by copyright and remain the property of RISSB. Any unauthorised copying may constitute a breach of the Copyright Act 1968 (Cth) (as amended from time to time).

## 5 Privacy

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RISSB will comply with the Privacy Amendment (Notifiable Data Breaches) Act 2017 and the Australian Privacy Principles (APPs) contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, both of which amend the Privacy Act 1988. The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is collected, used, disclosed and managed. This Statement explains the types of personal information that we may collect and hold, how that information is used and with whom the information is shared. It also sets out how you can contact us if you have any queries or concerns about this information.

## 6 Code of Conduct

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Participants acknowledge that these courses are provided in an adult education environment with individual participation expression and involvement encouraged. All participants will be treated with fairness and respect, noting that behaviour contrary to this Code of Conduct will not be accepted.