

## **OUR POLICIES**

### **REFUND POLICY**

#### **Individuals**

Refunds will only be provided if you cancel more than 14 days in advance of the course date. A credit will only be provided if you cancel more than 3 days in advance of the course date. The credit can be used for a future open course (subject to availability) within 12 months. Refunds are not provided for requests received after the course date. The refund provided will be the amount paid less \$12.00 to cover the original payment processor fee (PayPal/stripe/Eway) and administration costs.

#### **GROUP DISCOUNTS**

Refunds are not offered for group discount bookings.

However, if more than 14 days' notice prior to the course date is given, a credit will be provided to use for a future open course (subject to availability) within 12 months.

#### **CLOSED COURSES**

Refunds are not offered for closed courses. However, a credit will be provided to use within 12 months assuming a venue and date/time can be mutually agreed with the group organiser. Closed course bookings also come with a non-refundable deposit to be paid on booking of course.

#### **COURSE RESCHEDULING**

We reserve the right to reschedule a course date if the required number of participants are not met to run a course. A credit note will be provided to all those registered to attend the next scheduled course. A refund may be requested by registered parties' and the individual refund policy applies.

### **PRIVACY POLICY**

Personal information collected By FAFM first aid training and its subsidiaries is protected by the Privacy (Enhancing Privacy Protection) Act 2013 (Cth) (Privacy Act). Personal information is any information or an opinion that identifies you.

FAFM first aid training and its subsidiaries follows the Australian Privacy Principles contained in the Privacy Act in handling personal information collected from business partners and members of the public.

FAFM first aid training and its subsidiaries has developed a Privacy Policy to protect your privacy. It contains information about FAFM first aid training and its subsidiaries responsibilities, your rights, the information that may be collected by FAFM first aid training and its subsidiaries and how it would be used.

The primary purpose for collecting personal information from individuals is to provide services and products and to receive feedback or general communications. The kind of information we collect will depend on your relationship with FAFM first aid training and its subsidiaries (e.g. as a business partner or member of the public).

Your personal information may be used to: provide you with information or a service or product, process your purchase and provide receipts, respond to your feedback or complaints, and answer your queries. It may also be used for related purposes such as marketing information from our sponsors who provide motorcycle-related products and services.

Personal information will not be disclosed to other third parties without your consent, except where permitted or required under the Privacy Act.

All personal information collected from individuals will be securely stored by FAFM first aid training and its subsidiaries and protected from unauthorised use or access. All reasonable steps will be taken to ensure information is accurate and up to date.

Our Privacy Policy also provides a process for requesting access to your personal information and making a privacy complaint.

If you have any enquiries in relation to privacy or personal information, please FAFM first aid training and its subsidiaries via our website contact form or call on 0885524623.

For more information about the Australian Privacy Principles please visit the website [www.oaic.gov.au](http://www.oaic.gov.au).personal information collected by FAFM first aid training and its subsidiaries

### **TRAINING DISCLAIMER**

FAFM first aid training and its subsidiaries training and training materials are intended to provide helpful and useful material on the subjects addressed in the training. Deborah Geerts (trading as FAFM first aid training and its subsidiaries), its directors, officers, employees and its independent training partners do not provide or purport to provide any medical, health, psychological or professional advice or service or any other personal professional service. FAFM first aid training and its subsidiaries customers should if necessary, seek the advice of a qualified medical practitioner, health professional or other relevant competent professional before trying or using any information, exercises or techniques taught in FAFM first aid training and its subsidiaries training.

Deborah Geerts (trading as FAFM first aid training and its subsidiaries ), its directors, officers, employees and its independent training partners make no representations or warranties with respect to the accuracy, reliability, sufficiency or completeness of the contents of the training and specifically disclaims any implied warranties or merchantability or fitness for any particular purpose. There are no warranties which extend beyond the descriptions contained in this

paragraph. The accuracy and completeness of the information provided in the training and the opinions stated therein are not guarantees, nor warranties to or towards the production of any particular result, and the advice and strategies contained therein may not be suitable for every individual. By attending a course, you understand and agree that you have chosen the course suitable for your needs. You agree and understand that FAFM first aid training and its subsidiaries offer both certificate courses not nationally recognised by ASQA and nationally recognised courses by ASQA.

By attending FAFM first aid training and its subsidiaries , participants agree that Deborah Geerts (trading as FAFM first aid training and its subsidiaries ), its directors, officers, employees and its independent training partners shall not be held liable for incidental, special nor consequential damages based upon the use of the Deborah Geerts (trading as FAFM first aid training and its subsidiaries or by participating in training activities. Participants of the training agree that Deborah Geerts (trading as FAFM first aid training and its subsidiaries ), its directors, officers, employees and its independent training partners shall not be liable for any direct or indirect loss of profit or any other commercial damages, including but not limited to special, incidental, punitive, consequential or other damages. In implementing or utilising any part or portion of the FAFM first aid training and its subsidiaries training or training materials, participants agree to do so at their own discretion and their own risk, and to not hold, nor attempt to hold Deborah Geerts (trading as FAFM first aid training and its subsidiaries ), its directors, officers, employees or any of its independent training partners liable for any loss, liability, claim, demand, damage and any legal cost or other expenses arising whatsoever in connection with the use, misuse or inability to use the materials or learnings.

Completing any vocational education course in Australia, it is a requirement for you to obtain and supply a USI. This is obtainable from [usi.gov.au](http://usi.gov.au) If a USI is not supplied and verified with [usi.gov.au](http://usi.gov.au) a certificate cannot be issued to you

All Accredited First aid training is offered by LivCor, RTO 3586 which will be responsible for the quality of training and assessment provided and for the issuing of Statements of Attainment for the units of competency on its scope.

Training and assessment will be conducted by FAFM first aid training and its subsidiaries under LivCor responsibility and direction