

TERMS AND CONDITIONS OF STAY UPRIGHT TRAINING AND ASSESSMENT

(V03)

Organisational Code of Practice

The Organisation agrees to abide by its Code of Practice by:

- Delivering high quality services to its students.
- Meeting student needs through best practice and innovative delivery of service.
- Providing services that are consistent, of value and quality.
- Identifying problems and inadequacies of service delivery and amending these issues quickly.

Literacy and Numeracy

To successfully complete your training you may be required to count, check and accurately record, read, interpret, estimate, measure and calculate. At times it may be necessary to refer you to literacy and numeracy training in areas identified as necessary to ensure you meet the standards of your training.

Privacy

The organisation collects and stores your personal details and during training we record your progress. We use this information to measure your performance and our performance. When State, Territory or Commonwealth funding supports training we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes. We do not share, rent, or sell personal information that you provide us.

The confidentiality of the information we collect from you is protected under the relevant State/Territory Privacy legislation.

Enrolment & Selection

Courses are open to all adults (minimum age limits may apply).

It is your responsibility to note the date, time and location of any assessments relative to the training program.

During your course, should changed personal circumstances arise and you are unable to complete the course, every effort will be made to ensure a placement can be made in alternate programs. Additional fees may be payable.

This organisation reserves the right to decline admission to a course; terminate a student's enrolment at any time; or change the course instructor at any time without notice to course students.

Students who participate in courses do so at their own risk.

Course Fees, Payments and Refunds

For commercial group bookings, payment will be on invoice payable within 28 days of training. For individual bookings, payment in full is required at the time of booking.

Fees paid are generally not refundable, but may be transferred to an alternate course or held in credit provided at least five (5) full business days notice is received prior to the course start date. In the case of activities conducted as part of state/territory rider licence training and assessment programs, fees paid may be transferred to an alternate course or held in credit provided at least two (2) full business days notice is received prior to the start date. "business day" means Monday through Friday excluding public holidays).

Fees may be held in full credit for up to 12 months following which the credit will reduce by 50% of the sum originally paid.

Refunds may be made in the following circumstances:

- fee overpayment by the student
- the training has been cancelled by the organisation
- in the opinion of the organisation, the student would be unreasonably disadvantaged if not granted a refund if a student meets with a serious misadventure and is unable to continue their enrolment.

Testamurs

Certificates of Completion, Certificates of Competency or Statements of Attainment are issued to students who are assessed as competent. Certificates of Attendance may be issued in other cases. The cost for all testamurs is included in the course fee.

Course Requirements

Course information sheets or booking confirmation letters will identify any significant equipment requirements.

In the case of training and assessment to achieve a Statement of Attainment you will only need standard stationary requirements. There may be a need to access the internet for research purposes.

Complaints and Grievances

This organisation recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

- Tell us if you are dissatisfied or have concerns about our products, services, processes or policies
- Tell us if you think you have been treated unfairly or unjustly
- Our complaints/grievance officer will fully investigate all complaints/grievances and report the outcome to you
- If you are not satisfied with the resolution we will refer the matter to an independent mediator
- If a satisfactory solution cannot be reached by all parties you have the right to seek representation and appeal under the relevant State, Territory or Federal Law

Legislative and Regulatory Requirements

You must observe relevant OH&S policies and all workplace practices that are relevant to our place of business or to your place of business if applicable, including Equal Rights and Equal Opportunity and Anti-Discrimination Acts.

Occupational Health & Safety

This Organisation is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

This organisation monitors and maintains the appropriate Occupational Health and Safety levels and obligations under the rules and regulations of relevant Federal and State/Territory Occupational Health and Safety Acts including relevant local government health and hygiene regulations/legislation, Skin Penetration and Infection Control Acts.

In consideration of all students it is important that adherence to all legislative Acts and Regulations are observed while undertaking training. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the Training Manager.

Prior to participating in Stay Upright training and assessment activities all students are required to sign an Application for Instruction & Risk Warning Agreement. By signing you acknowledge that motorcycling is dangerous and that:

- you could be exposed to serious personal injury
- you agree to wear appropriate PPE
- you assume full responsibility for personal injury or damage to personal property which you may sustain.

Access and Equity

This organisation is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with relevant Acts and Regulations pertaining to Human Rights, Equal Opportunity and Anti-Discrimination.

In the event of a situation that is considered by students to be in violation of this organisation's Access & Equity Policy, students are required to report the situation to the Training Manager.

Harassment, victimisation and bullying

This organisation does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation or bullying because of sex, race, national origin, religion, disability, sexuality or age.



Harassment is unlawful under Commonwealth and State legislation. Harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. In the event of a situation that is considered by students to be in violation of this organisation's harassment, victimisation and bullying policy, the student should report the situation to the Training Manager.

Disciplinary Procedures

The Organisation has in place disciplinary procedures that are designed to encourage students to evaluate and correct behaviour or practices that are detrimental to themselves or other students. Students will be supported in this process wherever possible. However where this action does not resolve a student's behaviour or practice they may be excluded from classes as seen fit by the Training Manager.

Student Support

In the case of training and assessment to achieve a Statement of Attainment, student counselling and support is available in the following areas:

- language
- literacy and numeracy
- assistance when applying for RPL and RCC
- vocational/academic counselling for career and education/training pathways
- personal counselling
- post program support

to ensure access and equity principles provide the best possible outcomes for the student.