

Terms & Conditions of Enrolment in a course conducted by Re:VIVA First Aid & Resuscitation Training Pty Ltd (“Re:VIVA”):

1. **Confirmation of Booking:** Payment in full is required prior to course commencement to secure a place with all Re:VIVA's First Aid Courses. This includes any Transfer Fees that may be applied to multiple transfer participants (see Terms and Conditions 5: “Transferring to another course after Enrolment” below).
2. **Refunds prior to a course commencement:** A full refund will be issued if written requests for refunds are received 7 days prior to your nominated course commencement date. Written requests must be addressed to: Re:VIVA First Aid Training, PO Box 969 Kogarah NSW 1485. Refunds will be issued within 14 days of written notification. Requests for refunds in writing less than 7 days prior to the course commencement, will incur a \$27.50 (GST included) administration fee.
3. **Refunds requested after course completed:** There are no refunds given to clients of Re:VIVA after the completion date of the course they were confirmed enrolled. However, Clause 4 is still applicable as long as they notify Re:VIVA within seven days of non attendance
4. **Non-Attendance to a course without prior notice to Re:VIVA:** Where a participant is prevented from attending a course due to illness or any other reason deemed reasonable by Re:VIVA, the participant is required to contact Re:VIVA ☎: (02) 9553 6446, within 7 days after the original course enrolment date, to organise a transfer. ***If no notification of non-attendance is given within a 7-day period after the original course commencement date, the participant will forfeit 100% of the course fee.*** If notification is given within the 7day period, the participant is permitted one free transfer in accordance with Terms and Conditions 5: “Transferring to another course after Enrolment” below.
5. **Transferring to another course after Enrolment:** All participants of a Re:VIVA course are granted one free transfer after confirmation of booking. This includes students who failed to attend a course they were confirmed in. Any further request for a transfer will incur a Transfer Service Fee of \$16.50 (GST included) per transfer. Qualifications will not be issued until all Transfer Service Fees are paid in full. Contact Re:VIVA ☎: (02) 9553 6446 to arrange a transfer.
6. **Incompletion of course:** If a participant leaves prior to the completion of all assessment tasks during the face-to-face training, Re:VIVA will attempt to reschedule the participant in the next course offered, with no additional fee to the participant. Re:VIVA's Transfer Services Fee will take effect for any further transfer requests (see Terms and Conditions 5: “Transferring to another course after Enrolment”). If unable to reschedule, Re:VIVA will retain a \$33.00 (GST included) administration fee, & refund the participant the balance. Refunds will be made available within 14 days of written notification to Re:VIVA by the participant. ***If no notification of incompletion of course is given to Re:VIVA ☎: (02) 9553 6446 within a 7 day period from the original course commencement date, the participant will forfeit 100% of the course fee.***
7. **Cancellation of course by Re:VIVA:** Re:VIVA reserves the right to cancel courses, or change dates if necessary. In the event of course cancellation by Re:VIVA, every effort will be made to transfer participants to another scheduled course with minimum inconvenience, or award a full refund to participants if requested. Refunds will be made available within 14 days notification by Re:VIVA to the participant, if a transfer cannot be arranged.
8. **Participation:** It is a requirement to achieve competency that participants engage in physical activity during the course, & interact with the Trainer & other participants
9. **“Special Needs/Disability:”** You are under no duty to disclose a disability to Re:VIVA unless you want us to help you with equipment/procedures during training. For participants with “Special Needs/Disabilities,” every reasonable endeavour will be made by Re:VIVA to accommodate your requirements in order for you to demonstrate competency during the course. However Re:VIVA has a responsibility to ensure the safety & wellbeing of its staff and students, & where risk is assessed as high, your request may be limited. Re:VIVA will provide flexible assessment options for individuals with Language, Literacy and Numeracy special needs. ‘Special Needs’ includes breastfeeding mothers requesting time for feeding during training sessions.
10. **Mutual Recognition of other Registered Training Organisations (RTO's):** Re:VIVA recognises the qualifications of any other RTO relating to the qualifications issued under Re:VIVA's scope of registration.
11. **Corporate Clients/Colleges/University/Schools/Tertiary Education Institutions:** On your behalf, your Employer /Education Institution has an agreement (Memorandum of Understanding: MOU) with Re:VIVA. You will be enrolled as per the MOU agreed between Re:VIVA and your Employer/Education Institution.

Policies & Procedures of Re:VIVA First Aid & Resuscitation Training Pty Ltd.

In accordance with the Australian Quality Training Framework (AQTF), Clients have the right to view Re:VIVA's Policies and Procedures prior to deciding to use our services. Such Policies and Procedures include: Privacy Policy; Equal Opportunity, Access and Affirmative Action; Occupational Health and Safety; Complaints, Grievances and Appeals; Client Selection; Assessment, Recognition or Prior Learning, and Disciplinary Procedures. Re:VIVA wishes for all its clients/participants to be familiar with its Policies and Procedures.

For a full copy or review of the Policies and Procedures, contact Re:VIVA's office: (02) 9553 6446, or visit our website at:

www.reviva.com.au for a copy of our latest version of our “Client/Student” handbook.