

## Booking during Coronavirus (COVID-19)

### **Classroom Based Training During COVID**

As you are all aware the current COVID environment poses many challenges to hosting in person and classroom based learning. While we are committed to still providing in class learning experiences during these challenging times, please accept that there will be disruptions based on government advice and restrictions to travel, gatherings, and hosting indoor events. This may involve having to postpone or reschedule courses, often at the last minute which can pose significant difficulties to all those involved.

At all times, we put the safety and wellbeing of our students and staff first and follow all government health guidelines and regulations. As we train nationally, this does present further challenges with the movement of staff, so while your jurisdiction may allow an indoor event to proceed, we may not have the same freedom to deploy an instructor. There may also be times where we must proactively reschedule a course, should a region be experiencing growing numbers of COVID cases and be likely to experience a lockdown during a scheduled event.

Please note that at all times your safety and that of our staff is our primary concern. We recognise that in class learning is a very important experience for many of our students, and our staff are doing their very best to accommodate. If you plan on attending an in person course please consider the following before booking a course and the options you have should a course need to be cancelled or postponed.

### **Cancellations and Transfers Due to Coronavirus**

The modifications implemented due to coronavirus allow for waiving of administration fees where a course is postponed, or travel to the venue is not possible due to *government mandated restrictions*. This does not include change of mind cancellations or company imposed restrictions which are subject to our Standard Cancellation and Transfer processes.

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to [training@ipi-inst.com.au](mailto:training@ipi-inst.com.au).

Where your state or jurisdiction or the state of jurisdiction of the training course is subject to government-imposed restrictions at the time of the training course, and you are therefore unable to travel to or attend the training course, your options are as follows:

<b>Classroom Learners</b>	<b>Flexible Learners</b>	<b>Distance Learners</b>
<ul style="list-style-type: none"> <li>• Defer to the next available course in your chosen/alternate location.</li> <li>• Transfer to Flexible or Distance Learning</li> <li>• Contact us to discuss whether a credit or refund is available.</li> </ul>	<ul style="list-style-type: none"> <li>• Defer to the next available course in your chosen/alternate location.</li> <li>• Convert to Distance Learning</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable. Training can continue as per usual distance learning processes.</li> </ul>

## Standard Booking Information

### **Acknowledgement of Registration**

Whether you register online or via email or fax you will receive an email acknowledging your registration within 1-2 business days. If you do not receive acknowledgement please contact us by phone to ensure we have received your registration.

Please note that an acknowledgment is not the same as a confirmation (see below).

### **Confirmation of Registration**

Confirmation will be sent by email four weeks prior to the commencement of the course. If you do not receive an email at this time please phone IPI Learning to confirm your registration. Participants who register less than 4 weeks before the commencement of the course will receive confirmation within 1-3 business days or payment being received.

### **Travel & Accommodation**

Students are responsible for making their own travel and accommodation arrangements. We advise students not to make any travel or accommodation arrangements until they have received written confirmation of the course. Up until this point dates and venues may change without notice.

IPI Learning accepts no liability for losses incurred as a result of changes to or cancellation of a course. This includes travel and accommodation costs for courses which must be postponed or cancelled due to COVID restrictions.

### **Your Contact Information**

We must have a correct email address for you in order to provide confirmation. They are our main method of contacting you. Please ensure that the email address you provide us with is one that you check regularly. If you provide your own email address when registering a colleague, you will be responsible for passing on any information on to your colleague, including any course cancellations.

The student's mobile phone number must be provided so that we can contact them in the event of last minute venue changes or to provide urgent information. Most of our courses start outside of regular business hours, so an office number is not sufficient.

### **Fees**

Course fees are payable on enrolment. No position will be reserved until payment has been received in full, except in specific instances where credit terms have been granted.

### **Transfers**

Up until 30 days prior to the course commencement students may transfer their registration to another course date by making a request in writing to [training@ipi-inst.com.au](mailto:training@ipi-inst.com.au). If no response is received within 2 business days please contact us to ensure your request has been received.

Within 30 days of course commencement transfer requests will be considered on a case by case basis. Fees will apply as per the Cancellations and Transfers Table below.

Note that, unless there are exceptional circumstances as listed in the Cancellations and Transfers Table, only one transfer is permitted per student.

## **Substitutions**

### **Classroom Courses**

At any point up until the course commencement you may substitute another student from the same organisation. The new student will need to submit a completed registration form before their enrolment can be processed.

### **Flexible & Distance Learning**

Prior to the online portion of training being accessed, the course may be transferred to another student within the same organisation by submitting a request in writing to [training@ipi-inst.com.au](mailto:training@ipi-inst.com.au).

Once the course links have been accessed, requests to substitute another student will be assessed on a case-by-case basis. Fees will apply as per the Cancellations and Transfers Table.

## **Non-attendance**

Non-attendance at a course by students who have not contacted IPI Learning to arrange a transfer or substitution will be deemed a Failure to Give Notice of Cancellation. Full course fees will be forfeited.

## **Refund Policy**

IPI Learning has a strict refund policy. IPI Learning reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations and Transfers Table for details.

## **Cancellations and Transfers**

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to [training@ipi-inst.com.au](mailto:training@ipi-inst.com.au).

Each learner is entitled to one (1) request to transfer. A second request to transfer will be deemed as a cancellation. See table below for further break down of fees applicable.

### **Course Cancellation (Initiated by IPI Learning)**

Where IPI Learning is forced to cancel a course, learners will be entitled to transfer to another IPI course or receive a refund (refund does not apply to flexible learners who have commenced training). Where a learner opts to transfer to another course the options as detailed in the Cancellations and Transfers Table will apply.

IPI Learning accepts no liability for losses incurred as a result of changes to or cancellation of a course. This includes costs incurred for travel or accommodation that must be cancelled or amended.

## Cancellations and Transfers Table

Classroom Learners	
<b>Request to Cancel / Withdraw</b>	
Failure to give notice of cancellation <i>(30 days or less prior to course commencement)</i>	No refund available. IPI Learning will retain or invoice the student for the fees.
Provides required notice of desire to cancel course <i>(30 days or more prior to course commencement)</i>	No refund available. Student may transfer to another course or defer for up to 12 months from original course date.
<b>Request to Transfer</b>	
Failure to give adequate notice of desire to transfer to another course <i>(30 days or less prior to course commencement)</i>	No refund is available. \$400 + GST administration fee will be charged to transfer
Provides required notice of desire to transfer to alternate course <i>(30 days or more prior to course commencement)</i>	Difference in course fees payable by learner if applicable.
Request to transfer course position to another person within the same organisation <i>(anytime prior to commencement)</i>	No fee applies for the 1 <sup>st</sup> transfer. 10% administration fee for subsequent transfers.
Flexible Learners	
<b>NOTE:</b> For Flexible Learners commencement is deemed to have occurred once links to online course material have been issued.	
<b>Request to Cancel / Withdraw</b>	
Request to cancel course post-commencement	No refund is available after commencement.
<b>Request to Transfer</b>	
Request to upgrade to face to face delivery mode	Difference in course fees payable by learner if applicable
Failure to give adequate notice of desire to transfer to alternate classroom course <i>(30 days or less prior to scheduled classroom dates)</i>	No refund is available. \$400 + GST administration fee will be charged to transfer
Provides required notice of desire to transfer to alternate classroom course <i>(30 days or more prior to scheduled classroom dates)</i>	Difference in course fees payable by learner if applicable.
Request to transfer course position to another person within the same organisation <i>(anytime prior to online commencement)</i>	No fee applies for the 1 <sup>st</sup> transfer. 10% administration fee for subsequent transfers.
Extenuating Circumstances	
*Individual cases of extenuating circumstances will be considered on a case by case basis. Extenuating circumstances may include but not be limited to:	
<ol style="list-style-type: none"> <li>1. Sicknes or death in immediate family</li> <li>2. Individual Medical circumstance</li> </ol>	
<b>NOTE:</b> A medical certificate or other equivalent documentation must be provided as evidence	
<b>(NOTE: IPI Learning reserves the right to offer a refund or proportional refund in circumstances it believes are warranted).</b>	

## Eligibility

Individual IPI Learning courses may possess pre-requisite skills or training in order to directly enter into a course. See IPI Learning website for specific course details.

## Computer Literacy

IPI Learning Distance and Flexible courses require a basic level of computer literacy. Learners will need access to a computer with a web browser, sound output, email and internet.

IPI Learning does not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties. Please contact an IPI Learning staff member if you are unsure about the computer requirements for a specific course.

## Language, Literacy and Numeracy

IPI Learning participants will require a basic level of English Language, Literacy and Numeracy (LLN) Skills to successfully participate in IPI Learning courses.

It is the learners' responsibility to disclose and make IPI Learning aware of any information pertaining to their individual learning requirements including LLN levels.

## General

The information provided by IPI Learning was correct at the time of publication but may be subject to change.

IPI Learning reserves the right to change course fees, dates, content, allocated trainers and assessor or method of delivery at its discretion.

IPI Learning reserves the right to video and/or audio record training delivery and assessment sessions for quality assurance purposes and to support students.

## Privacy

IPI Learning will only disclose participant details to other organisations where it is required to process enrolment, or for training and assessment purposes. The information collected through the IPI Learning website or the IPI Learning enrolment form is for the purposes of processing enrolments, creating and maintaining student records, keeping learners informed of upcoming specials and courses and to assist IPI Learning in improving its services.

IPI Learning will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

## IPI Learning Training Policies

The IPI Learning Training Policies contain specific information regarding learner rights and responsibilities. It is each learner's responsibility to ensure they have read and understood the contents of the policies listed below prior to completing the IPI Learning enrolment form. The policies are available for download from <http://www.infraredtraining.com.au/our-thermal-imager-training/training-policies/> or by emailing [training@ipi-inst.com.au](mailto:training@ipi-inst.com.au).

- IPI Complaints and Appeals Policy and Procedure
- IPI Cheating and Plagiarism Policy and Procedure
- IPI Assessment Policy
- IPI Access, Equity, Conduct Policy
- IPI Trainee Induction
- IPI RPL RCC Policy and Procedure
- IPI Privacy Statement
- IPI Learner Performance Policy
- IPI Complaints and Appeals Policy and Procedure