

## Training Program Terms and Conditions

1. Booking – you must complete the online form to book your workshop. This does not guarantee that your workshop will proceed on the proposed dates. We will confirm availability with you in writing.
2. Policies and Procedures – Your organisation and staff are aware of the details contained within our Student Handbook and agree to abide by the policies and procedures contained therein.
3. Payment – You are required to pay a booking deposit when booking your workshop. This is refundable if we cannot accommodate the preferred dates or suitable alternative dates. You can select the program on the booking form. This will directly affect the price and composition of offerings in the training program. Course fees will be based on the minimum number of participants on the course, usually 8 participants. Participants may join the course until 7 working days prior to commencement. If later than this, it must be approved by our General Manager. Tailored/customised programs will incur additional charges and this will be advised to you by our team and agreed upon in writing prior to confirmation of booking is completed. A maximum number of 15 participants can join each training session for project management (Certificate IV and Diploma) and 20 for business (Diploma). Customisation fees are payable prior to the customisation of your training program. It is important that sufficient time is allowed for the program to be customised and reviewed prior to your workshop. 30% of the fees are payable at least 4 weeks prior to the start of the course and all outstanding fees are due at least 7 days from commencement of the course.
4. Cancellation – If the program is cancelled by DevelopMental Pty Ltd for internal reasons, a full refund, less customisation fees if applicable, will be paid. If the course is cancelled by DevelopMental Pty Ltd or the booking organisation for any other reasons, including if the client organisation does not organise and provide information on venue, student numbers, package selected or any other item of information essential to the preparation of the course at least 4 weeks in advance of the start date, the booking fee/deposit will not be refunded. A refund of all other fees (less the deposit) will be payable if the organisation withdraws in writing more than 6 calendar weeks prior to commencement of the workshop. A refund of 50% of the course fees is available if the organisation withdraws at least 3 weeks prior to commencement of the workshop. A refund of 25% of course fees is available if the participant withdraws and gives less than 3 weeks' notice of withdrawal prior to commencement of the course. No refund is available once the workshop has commenced. If a participant(s) does not turn up to a workshop, their proportion of the fees will not be refunded.
5. Venue – the organisation booking the course is to organise a suitable venue for the training program which includes at a minimum, suitable chairs and tables, whiteboard, powerpoints, extension cords and powerboards with cord covers, a table and chair for the trainer, access to toilet facilities, space for participants to have lunch/breaks and to undertake project work. Please provide venue details at least 3 weeks prior to commencement of the course.
6. Catering – it is up to the organisation to determine if they will or will not supply catering for morning tea, lunch and afternoon tea. The client organisation is to identify this early in the process (at least 2 weeks prior to the start of the course), if not on the booking form, to allow us to advise participants and our trainer/s.
7. Workplace Health and Safety – you are required to ensure that the venue and surrounding areas are safe to protect your participants and our staff.
8. Additional Charges – Charges will be incurred for lost materials, replacement documentation and other unexpected costs. See the Student Handbook for further information.
9. Travel and Accommodation – Some standard travel costs will be included at no additional charge to the client, in metropolitan and large regional areas. Additional travel and accommodation costs will be on-charged to the organisation booking the workshop. You will be advised of these costs prior to initial invoicing. If you are not able to pay these costs, your booking will be cancelled and a refund payable of the booking deposit.
10. Customisation – You may elect at no cost to have specific projects included in this course (with approval from DevelopMental Training Academy General Manager). Further customisation will incur additional fees. You will be advised of these costs prior to initial invoicing. If you are not able to pay these costs, your booking will be cancelled and a refund payable of the booking deposit.
11. Transferring participants between courses – If you are running multiple courses, you are able to transfer participants between courses PRIOR to course start dates with 7 days notice in writing to [mailbox@developmental.com.au](mailto:mailbox@developmental.com.au) as long as there is a min. of 8 participants and a max. of 15/20 in each course.
12. Non-attendance of a Participant – if one of your participants does not turn up and alternative arrangements have not been made in writing and approved by our General Manager, their fees are forfeit, unless our General Manager agrees to refund due to extenuating circumstances or hardship.
13. Payment Clearance – Payment must be cleared into our bank accounts at least 7 days prior to commencement of the workshop.