

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

Please read ALL Terms and Conditions below **PRIOR TO** deciding to enrol in a course with ReVIVA

- 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. A mandatory assessment task** is to **demonstrate 2 minutes of continuous CPR on an adult mannequin placed on the floor. Therefore, you must have the ability to KNEEL beside the mannequin to undertake this training. If you are unable to undertake this task, please contact ReVIVA prior to enrolling in this course**
- 3. 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 6194 Alexandria NSW 2015. 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.
- 4. 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 5 is still applicable as long as they notify Re:VIVA within seven days of non-attendance
- 5. 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 ☎: 1300 738 482, 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.
- 6. 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 ☎: 1300 738 482 to arrange a transfer.
- 7. 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 ☎: 1300 738 482 within a 7 day period from the original course commencement date, the participant will forfeit 100% of the course fee.***
- 8. 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.
- 9. Participation:** It is a requirement to achieve competency that participants engage in physical activity during the course, & interact with the Trainer & other participants
- 10. “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.
- 11. 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.
- 12. Corporate Clients/Colleges/University/Schools/Tertiary Education Institutions:** On your behalf, your Employer /Education Institution has a Training Service Contract (TSC) with Re:VIVA. You will be enrolled as per the TSC agreed between Re:VIVA and your Employer/Education Institution. Policy and Procedures will remain applicable to you however.

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

To view Re:VIVA's full Policies and Procedures document, visit our website and click on “Student Information: Student Handbook”