

# Terms and Conditions

**Please review our Terms and Conditions before enrolling into any course.**

Training Combined reserves the right to cancel, postpone or re-schedule courses due to unforeseen circumstances. Training Combined reserves the right to alter course fees, course dates, or any content at its discretion. Where a refund is due to a participant, a full refund will be sent within thirty days, or consult with staff to arrange receiving the refund in person. All information provided by Training Combined was correct at the time of publication but may be subject to change.

## Use and Disclosure of Personal Information

Training Combined shall comply with the Privacy Act 1988 and will only use student's personal information for enrolment and training purposes. We are also required under the Standards for Registered Training Organisations 2015 to send data for reporting purposes to State and Federal agencies such as The Department of Education, Training and Employment.

The personal information gained during the enrolment process will not be sold or used for marketing purposes.

Student records are kept in a secure encrypted electronic database, for the required number of years to comply with the NVR Standards. Access to these records is strictly controlled.

On request, students shall have access to their documentation and have the right to correct any incorrect information contained therein.

Students confidential information obtained from their Company shall remain confidential.

Please forward any enquiries that you might have in relation to this matter to [admin@trainingcombined.com.au](mailto:admin@trainingcombined.com.au).

## Copyright

All training materials, and documentation are subject to copyright. All materials found on the website are owed by Training Combined and may not be copied, reproduced or distributed in whole or in part without the written consent by Training Combined PTY LTD.

# Enrolment

Upon enrolment, you will receive a confirmation e-mail to the same e-mail address you provided. This process is automated which means you will receive the e-mail right away - please allow up to a few minutes in the event of a delay.

The confirmation will outline all the course details and all necessary requirements for you to follow. Please do not ignore the e-mail as it contains all the information and instructions such as:

- Course commencement date
- Duration of the course
- Starting and finishing times
- PPE Requirements
- Course fees
- USI Number - How to create a USI number, or instructions on how to obtain a forgotten one

## Course fees and Payment

All fees must be paid in full or finalised by assessment day.

Training Combined accepts payment by Visa and Mastercard - no surcharge. (Excluding American Express).

For your convenience Training Combined accepts EFTPOS payments and if you rather pay in person, our friendly staff will assist you on the day you attend. Cash Payments are also accepted.

We do require a minimum of \$500 deposit once you proceed with enrolment. The deposit will secure and reserve a spot for your attendance. You will also receive all the necessary training materials, and items (depending on the course you are enrolling for).

We appreciate your understanding that a \$500 deposit might be a substantial amount to some, but it is necessary to cover your assessment fees which is a certain amount off the overall course fee paid by us on your behalf to an Accredited WorkSafe NSW Assessor, who will ultimately assess you and your knowledge on assessment day.

# **Cancellations and Refund Policy**

All cancellations and refund requests must be made in writing to Training Combined 7 days prior to course commencement date.

In the event of a cancellation, Training Combined will refund the amount paid in full, only if we are advised in writing of the cancellation minimum 7 days prior to course commencement date.

Training Combined will not issue any refunds if the requests were made in short notice or less than the specified 7-day timeframe.

Training Combined will not issue any refunds for non-attendance.

If a candidate is unable to attend the course, nominated individuals are allowed to attend on their behalf as a substitute - free of charge.

If requesting to transfer or re-locate to different courses. Training Combined must be advised prior to course commencement date and can be arranged depending on availabilities of courses.

Should the scheduled course not proceed due to either, low student numbers or any unforeseen reasons, the candidates will be advised immediately and either postpone the course to a later date, or a full refund will be issued.

# USI - Unique Student Identifier

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

If you are an International student who will be studying in Australia, you will require a USI. All international students in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

## ***Where can I create a USI?***

Right here at <https://www.usi.gov.au/>. Just follow the prompts and make sure to have a form of ID handy, you will need that.

## ***Can Training Combined create a USI for me?***

Yes. If Training Combined has your permission, we may create a USI for you.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, or an Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar, we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar on 1300 857 0536.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, the use and disclosure of your USI are protected by the SI Act.

## Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy <http://usi.gov.au/Pages/privacy-policy.aspx> or by contacting the Registrar on 13 38 73.

The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

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## Privacy

Training Combined follows the Federal Government's national privacy principles that are derived from the Privacy Act 1998. The National Privacy Principles can be found at <https://www.oaic.gov.au/>

We are committed to protecting and managing the personal information students choose to share with our organisation. Through providing this information, we seek to ensure that they will be able to deal with our organisation in full confidence that their personal information will only be used by Training Combined in the ways we have described and that it will be held securely.