

MENTAL HEALTH FIRST AID TERMS AND CONDITIONS

Revision 1.0 September 2023

PURPOSE

This policy specifies the terms and conditions of a Mental Health First Aid public workshop booking including cancellation, transfer of booking, and refunds. The terms and conditions are agreed to by the participant at the time of booking.

SCOPE

This policy applies to individual participants booking into a MiTraining Mental Health First Aid workshop.

FEES

All prices are inclusive of GST and include:

- Two-day Mental Health First Aid workshop
- Provision of course manual
- Mental Health First Aid Certificate upon successful completion of assessment

CANCELLATIONS AND REFUNDS

In the event of cancellation by the participant the following conditions apply:

- Notice of cancellation from a workshop must be made in writing to MiTraining via support@mitraining.edu.au.
- MiTraining requests notice of cancellation of booking at least 14 days prior to the scheduled workshop.
- Fees paid by a third party will be refunded to that third party and not directly to the individual participant.
- In the event that a workshop is cancelled by MiTraining a full refund will be provided to the participant.
- All refunds will be made directly into a bank account regardless of the method of payment upon booking.
- Refunds will be processed within 14 days of receipt of the participant's bank account details.

Cancellation, Transfer and Reattendance Fees

The following cancellation fees apply in the case of a cancellation:

Cancellation fees > 14 days notice	Full refund or credit applied
Cancellation fees 7-14 days notice	50% Refund
Cancellation fees < 7 days notice	No Refund
No Show	No Refund
MiTraining Initiated Cancelled Course	Full Refund

Re-attendance Fee	50% of the course fee
Enrolment Transfer >14 days notice	No fee
Enrolment Transfer <14 days not	50% of the course fee

RE-ATTENDANCE REQUIREMENT AND FEES

No refund will apply to participants who do not attend the full two-day workshop.

To meet Mental Health First Aid requirements participants will be required to re-attend a full two-day workshop.

A re-attendance fee of the 50% of the course fee will apply per participant

ENROLMENT TRANSFER

In the case of a participant being unable to attend a session, the enrolment may be transferred to a future date at no cost if more than 14 days notice is provided to MiTraining

Enrolment for the confirmed session date may also be transferred to another person at no additional cost.

MENTAL HEALTH FIRST AID ONLINE BLENDED ENROLMENT

For enrolments into the Mental Health First Aid Online Blended mode of delivery, participants will not be eligible for a refund once they are registered for the eLearning component of the training. Students will receive login details for the eLearning component via email.

Participants who are unable to attend the scheduled session will be transferred to a future session at no cost if more than 14 days notice is provided to MiTraining.

DISCLAIMER

MiTraining reserves the right to cancel or change a course date and/or venue at any time. Notification will be provided to participants via telephone and email as soon as the change occurs. Participants will be offered a course transfer to attend a future session or if this is not possible a full refund will apply.

APPEALS

All participants have the right to appeal refund decisions made by MiTraining. Appeals must be submitted in writing with a completed Appeals Form to support@mitraining.edu.au.

This policy, and the availability of the Appeals Policy and Complaints Policy, does not remove the participant's right to take action under Australia's consumer protection laws.

The organisation's dispute resolution processes do not remove the participant's right to pursue other legal remedies where necessary.

NOTES

<i>Related Policies/Procedures:</i>	<i>Complaints Policy Privacy Policy</i>
<i>Related Documents/Forms:</i>	<i>Complaints form</i>
<i>Related Legislation:</i>	<i>N/A</i>
<i>Guidelines:</i>	<i>N/A</i>
<i>Approved By:</i>	<i>General Manager, MiTraining</i>
<i>Date of Next Review:</i>	<i>Sept 2024</i>