



Enrolment and Ordering

Terms and Conditions

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What these terms apply to

These terms and conditions apply to the Safety Corp Online Training service when it is used as an online ordering facility for the purchase of online training, enrolling into a course or for the completion of pre-course work prior to commencing training.

Use of the Service

The Service is only available to individuals who have or are about to complete a Safety Corp training course and who are resident in and accessing the Service from Australia. The Service may be used to purchase or enrol in Online or face to face Safety Corp Training across a range of training disciplines.

By ordering or enrolling via the Service, you confirm that you have read and understood these terms and conditions and agree to be bound by them and to comply with all applicable laws and regulations. Safety Corp reserves the right to refuse the Service to any person found to be acting outside these terms and conditions.

Enrolment Declaration

When enrolling online you declare that the information you have provided to the best of your knowledge is true and correct. You consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice below.

Should the course be conducted through your Employer, you permit Safety Corp to discuss your progress and outcomes with your Employer.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details provided.

DEWRSE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWRSE will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact

At any time, you may contact Safety Corp to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Placing an order

To place an order, follow the instructions on the ordering pages of the Website. You are able to correct errors on your order up to the point at which you click on "Pay Now" button on the "Pay" page.

You must provide the requested information for us to process your order. We may contact you to request further information to enable us to complete your order and / or to comply with regulatory requirements.

We will use various procedures to authenticate each transaction. By placing an order, you confirm that the details contained in the order are correct in all respects. The system will display a confirmation page setting out the details of your order. This confirms receipt of your order.

A contract exists when we receive your Visa® or MasterCard® credit card and send you a confirmation email that your order and payment has been accepted. Please print a copy of the confirmation page for your records.

Payment via credit card

For orders paid by credit card, your card will be debited once you press "Pay Now" on the "Pay" page. To protect you against fraud we will not record or hold any credit card information other than for immediate processing requirements of the immediate order.

Completion of training

For pre-payment based courses, training may be completed online at any time once payment has been accepted by us. Once payment has been accepted you will receive a confirmation email detailing your login details. Where payment is not required prior to training, you or your employer may have been sent an email with your login details. You may log in and complete the training in a single or multiple sessions using the same login details.

If you are unable to complete the training via the links provided there are alternate ways to complete the training prior to your face to face session. Contact Safety Corp for access to these alternatives.

Fees and charges

Where pre-payment is required, the total sum payable by you for the purchase of Training will be shown in the “Pay” page. You can pay for Online Training via Visa and MasterCard, which are registered in your name and have sufficient funds available to cover your order and any applicable fees. You will not be required to pay any commission/initial card fee on your order.

Additional fees may be charged for:

Fees	Items
\$30*	The reissuance of misplaced or lost certificates. An extra fee of \$30* is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
\$30*	Administration fee – process refunds.
As per Bank’s handling fees	Credit card handling fees - where refund has been approved by Safety Corp for training orders paid via credit card.
Per case basis	The replacement of any learning resources that are lost or misplaced. As these vary from program to program clients are required to view course information for more detailed costings prior to their enrolment.
Per case basis	Clients who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged an extra fee for each subsequent submission.
Per case basis	Application of a USI number on behalf of the client if required.
Per case basis	Embedded qualification charge: covers the issuance of a lower qualification if the client has completed all the relevant units of competency in a higher qualification. Only issued upon request.

* The stated fee is correct at the time of publishing but may vary at the time of application

Cancellation Policy

Safety Corp provides a cancellation policy to clients prior to commencement of the course.

Notification of cancellation	Refund Amount
Withdraw prior to course completion	No refund. Extra fees may also be charged to cover the number of units completed. Should students wish to finalise incomplete units of competency in a future course, the original fee can be used as credit towards that course. This offer is only available within a six-month period from the time initial payment is received.
Once the course has commenced	No refund.
1 to 4 days prior to the course commencement date	No refund.
5 to 14 days prior to the course commencement date	50% refund plus a \$30* administration fee + credit card handling fee.
15 days or more prior to the course commencement date	Full refund plus a \$30* administration fee + credit card handling fee.

* The stated fee is correct at the time of publishing but may vary at the time of application

To cancel your training order paid via credit card, please contact Safety Corp on 1300 799 190 or training@safetycorp.com.au. Please have your order reference number handy.

Please note that refunds can take up to 10 business days to process. For security and to protect you from fraud, credit card refunds can only be made to the card from which the payment originated.

Licensed Partners Cancellation Policy

If you have registered and paid for training with Safety Corp's Licensed Partners, please refer to their organisation's Cancellation Policy for fees, refunds and cancellations.

Personal information and security

We use secure server software to make our Internet transactions secure. You should review our Privacy Policy to find out how we may use and disclose your personal information. You agree that all information provided by you is true and correct, that any material information will not be withheld and you will provide us with any additional information that may be required by us.

All credit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment your order will not be accepted.

'MasterCard® SecureCode™' and 'Verified by Visa' are payment verification protocols ("Verification Protocols") developed by MasterCard and Visa to help prevent unauthorised use of their cards.

We accept payments made by Visa card and MasterCard if your card has been successfully verified via one of the Verification Protocols. You may be requested to register your card or enter your password/private code to enable the Verification Protocols to verify your identity. For further information about the Verification Protocols, please click [here](#) and, <https://www.mastercard.com.au/content/mastercardcom/us/en/business/overview/safety-and-security/identity-check.html>

The Verification Protocols help protect you against fraud.

Limiting our liability

We use reasonable care and skill in providing the Service. However, we shall not be liable to you for the following:

- If we are unable to perform any of our obligations to you due to failure of any technical systems or for any other reasons beyond our reasonable control including but not limited to war, terrorism, government action, natural disaster, and industrial dispute;
- For any damage to your computer equipment as a result of using the Website or the Service;
- For any indirect, or consequential losses, claims or damages suffered by you or incurred from your use of the Website or the Service however caused;

Our maximum liability to you in respect of each use of Service for the purchase of Training shall be to refund the purchase price of that order. This does not affect your statutory rights.

Alteration of Terms

We may, at any time, with immediate effect, in respect of future orders, change or withdraw the Website, the Service and these terms without liability to you. By using the Service or placing orders after we have changed these terms, you will be accepting the changes.

Third party rights

When you place an order for Training via the Service we are entering a contract with you personally. Nothing in these terms will confer any benefit on any third party or any right to enforce these terms, on any third party.

Law and jurisdiction

Our relationship shall be governed and interpreted in accordance with the laws in the State of New South Wales. Any dispute, which cannot be resolved between us, shall be resolved in the Courts of New South Wales.

Contact us

If you have any questions or need assistance, please contact Safety Corp;

Mail: PO BOX 2021 North Sydney NSW 2059 **Phone:** 1300 799 190 **Email:** training@safetycorp.com.au

Web: www.safetycorp.com.au