

# PROFESSIONAL DEVELOPMENT TRAINING TERMS & CONDITIONS

## Conditions of Attendance

As a participant in one of our Professional Development Training programs, we require the following from you:

- Regular and punctual attendance.
- Attend all required sessions.
- Provide evidence of full COVID-19 vaccination status for all face-to-face training programs.
- Adhere to all COVID-19 safe procedures in place at TaskForce sites.
- Attend and participate in the program unaffected by alcohol or drugs.
- Adhere to the no smoking requirements at our sites.
- Actively engage in the learning program and contribute to group discussions.
- Complete any activities, projects or homework required.
- Contribute to a safe and inclusive learning environment.
- Be respectful to the facilitator and all other program participants.
- Respect the rights and privacy of other program participants.
- Do not attend if you are sick or unwell.
- If you attend the course affected by alcohol or drugs, or you exhibit disruptive or aggressive behaviour, you will be asked to leave and will forfeit any fees paid.

In the case that government mandated COVID-19 restrictions are enforced TaskForce reserves the right to change the program delivery from face-to-face training to online delivery. As a participant you will need to be prepared to accommodate this change if required.

## Cancellation and Refund Policy

- Full payment is required at the time of enrolment.
- All refunds will be charged a \$50 administration fee.
- Where TaskForce has received written notice (email is acceptable) of withdrawal from the course at least 5 business days prior to the commencement of the course the participant will be entitled to a refund (fees paid minus the administration fee).



- Where less than 5 business days' notice of your intention to withdraw has been provided you will not be entitled to a refund.
- Where you are unable to provide 5 business days' notice and are forced to withdraw from the course because of exceptional or extenuating circumstances, for example because of a medical issue, TaskForce will assess your claim for a refund on an individual basis. You may be asked to provide documented evidence, such as a medical certificate, to support your request.
- You will not be offered a refund if you have been removed from the course for not adhering to the Conditions of Attendance detailed above.
- If the course is cancelled by TaskForce you are entitled to a full refund. No administration fee will be charged.

## Transfer Policy

- Payment is a reservation for a spot in the program on the specific dates booked. If you wish to transfer to another advertised date you must provide TaskForce with at least 5 business days' notice of the first session of the original booking. If there are vacancies in future sessions and sufficient notice has been provided, we will accommodate your request without charge.
- Transfers requested with less than 5 business days' notice will incur a \$100 transfer fee.
- Where you are unable to provide 5 business days' notice and are forced to transfer to another course because of exceptional and extenuating circumstances, for example because of a medical issue, TaskForce will assess your transfer request on an individual basis. You may be asked to provide documented evidence, such as a medical certificate, to support your request.
- If you contract Covid-19 or are required to isolate because of Covid-19 we will transfer you to another course date without charge. If we are unable to transfer you to another course date, we will refund the cost of the course in full.

## Privacy

### Collection and storage of information

We respect your right to privacy. TaskForce collects and stores your information in accordance with the information privacy laws and the TaskForce Community Agency Privacy Policy. As part of our relationship with government departments and referring agencies we are required to collect and provide them with student and training activity data if applicable. If we use any of your information to evaluate our programs, we will only present group results, in which your name and any identifying details about you have been removed.

Photographs or recordings may be taken during your time with us for use in publicity material. This may include social media, display boards, power point presentations, newsletters, news articles or reports. We request your permission to use your image and your first name when you enrol in our courses. You do not have to provide this consent.

**TASKFORCE COMMUNITY AGENCY**

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If we need to contact another provider or organisation to obtain any of your information, we will ask for your permission first and request that you sign a consent form. You do not have to give permission for this.

We store your information securely. Wherever possible, it is stored in a secure, electronic file within Australia.

### Release of information

We request your consent to release information about your class participation to any government department or referring agency when you enrol. We will only release information about you to others outside TaskForce if you provide consent.

You may access your personal records held by TaskForce by making a request in writing.

## Intellectual Property

TaskForce's Professional Development Training programs are delivered by our qualified trainers using material developed directly by TaskForce or other third parties (Content Suppliers) who have accredited TaskForce to deliver their training program. All material made available through our training courses is the intellectual property of TaskForce or the Content Supplier and is protected by Australian and International copyright and authors' rights laws. You may not reproduce, modify, sell or distribute this content without the written permission of TaskForce.

## Disclaimer

TaskForce does not accept any responsibility, accountability or liability for any loss, damage, cost or expense, whether direct or indirect (including but not limited to legal costs and defence of or settlement of claims or consequential loss or damage) negligence or otherwise, which may be suffered or may result from or in connection with the use of any of our program materials or from participation in the respective training programs.

## Feedback and Complaints

We appreciate feedback, positive and negative. To provide us with feedback or make a complaint you can:

- Speak to the course facilitator, always being respectful.
- Provide feedback using the [Contact Us form](#) on our website. You can do this anonymously if you wish.

