

General:

- All short workshop type sessions must be paid for in advance at the rate shown on the website or unless otherwise agreed prior by AgForce.
- Fees for courses under the VET Investment Plan will be available on the AgForce website.
- Workshops maybe cancelled or deferred due to: insufficient numbers, bad weather, operational necessity or any reasonable cause as determined by AgForce. Should a workshop be cancelled either a full refund will be available or a credit arranged at your request if a replacement workshop is possible within a reasonable period.

Enrolment Conditions

Participation in all programs, classes and workshops is subject to:

- Availability of classes
- Sufficient enrolments in the class
- Course entry requirements being met including identification and DOB.
- Course fees are payable in advance
- All cheques are made payable to AgForce Queensland.

Participation and behaviour

AgForce reserves the right to remove or refuse admission to any person whom it determines is disruptive to the proper conduct of the course. The instructor in charge of the class shall make such determinations to ensure the class proceeds on time and according to schedule. All participants are expected to show courtesy and consideration to instructors, AgForce staff and other participants.

The presence of non-participants shall be at the discretion of the instructor. Participants shall have absolute priority over non-participants, observers and others. Children and animals are not permitted unless the instructor determines they are non-disruptive.

Catering

AgForce is not required to provide catering at any training session. Participants should assume it is "BYO" unless otherwise informed. AgForce however does sometimes provide morning tea and lunch and participants should check with AgForce staff before attending or read the registration confirmation and other information.

Registration Fee (where appropriate)

AgForce Training reserves the right to determine registration fees for courses. For information on course fees, contact your nearest AgForce office or the AgForce website where applicable.

Co-contribution fees

AgForce will advise and publish the cost of any co-contribution fees as part of its requirements as a Pre-qualified Supplier under VET Investment Plan (User Choice and Certificate III Guarantee)

Refund Policy (where applicable) See full details of AgForce Refund policy on website

For courses incurring student fees, should AgForce Training cancel any such course, participants shall be entitled to a full refund or transfer of funds to a future course. No refund is available to participants who leave before finalising the course unless they can provide a medical certificate or show extreme personal hardship. In that case, participants will be refunded on a pro-rata basis. However, should the participant wish to finalise incomplete modules in a future course, the original fee payment can be used as a credit towards a course within six months of the initial payment.

No refund will be given to participants who fail to attend a short course unless notice is given of more than 5 working days (one week) prior to the course commencement. Where one or more weeks' notice of inability to attend is given a full refund less an administration fee and the cost of any used or unreturned course materials, will be forwarded to the student.

GPS and Computer Mapping Workshops

If you are unable to attend due to unforeseen circumstances, please contact AgForce Projects no later than five working days prior to the course to receive a full refund, less a \$20 administration fee. Cancellations within five working days will result in a refund of 50% of the training course fees. Cancellations within 24hrs of the training course or no-shows will result in forfeiture of the entire payment.

To request a refund, a student should apply in writing to AgForce at the location where the booking was made, simply stating the amount sought and the reason why refund should be made. A copy of the receipt for the amount paid must accompany the request. Refunds will not be made to any party other than the person/organisation making the original payment.

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Recognition of Prior Learning (RPL)

Students may be eligible to apply for RPL. This is the process of gaining formal recognition of previous training or knowledge and skills gained through other means such as: on-the-job experience or everyday life. RPL is only available for complete units. Fees apply.

Information regarding the RPL process is available from your course trainer/facilitator or by contacting the AgForce Training on (07) 3236 3100 or training@agforceqld.org.au

Grievances

You have the right to seek redress if you believe that you have been treated unfairly. AgForce Training has a formal grievance procedure as per the handbook or website.

Access and Equity

AgForce Training supports the participation and involvement of a broad cross section of the community. AgForce will ensure that its actions, policies and procedures are supportive of the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Workplace Health and Safety

AgForce Training has a responsibility to provide a safe and healthy environment for all of its employees, students and clients. Under the Workplace Health and Safety Act 1995, students also have certain responsibilities. These include:

- undertaking activities in a safe manner;
- following instructions that are provided for safety;
- not putting themselves or anyone else at risk; and
- Reporting an injury/illness or a "near miss" to an appropriate person in authority.

Additional Services

AgForce Training provides many services not normally associated with training provision. Information can be forwarded on request.

AgForce Training provides learning support assistance, counselling and client services to all students attending AgForce's courses/training programs. All students are encouraged to make enquiries to all AgForce staff.

Privacy/Confidentiality Policy

When you enrol with AgForce you accept that AgForce will need to collect and store information related to your training to be used in the course of training and administration and this may be provided to training staff and training regulators.

If you have any privacy concerns or would like to verify information held about you, please contact AgForce Training on (07) 3236 3100.

USI Numbers

From 1 January 2015 if you are undertaking nationally recognised training the Commonwealth Government requires that you have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015, and all new students. You will not be issued with a certificate or statement of attainment without applying for a USI number. AgForce is not permitted to issue any certificate, testamur or statement of attainment where the student does not have a verified USI number.

AgForce will advise students of the requirements prior to enrolment and assist with USI number applications. ID is required for both applications and verifications of USI numbers and must be supplied. AgForce enrolment forms and the AgForce USI Application and Privacy form have been designed to record or apply for USI numbers in accordance with Commonwealth Government requirements.

Marketing Policy

AgForce Training has an advertising policy that requires that written permission be obtained from students before any information about them is used in marketing/promotional material.

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Peter Smith- *Training Manager AgForce Queensland*