

Fees, Cancellations and Refunds Policy

Enterprise Risk Management Solutions (**erms**) maintains and markets its service using a cost-effective schedule of fees for all training and related services. **Erms** advises clients/participants prior to enrolment of:

- the fees applicable to the training and/or assessment to be undertaken and
- the **erms** cancellations and refund policy.

Fees and Charges

Course fees vary from course to course. The course information provided to prospective clients/course participants clearly details course costs. It is important that clients/course participants clearly understand the fees to be charged for courses they are undertaking prior to training commencing, and **erms** endeavours to ensure this information is freely available.

As a Registered Training Organisation, **erms** is committed to the secure protection of all monies paid in advance.

Course Enrolment/Registration

A completed registration form for each course participant must be provided together with a deposit of \$500.00 or course cost inc GST (whichever is less) to secure a place in the course. Places in courses may be allocated to those on the waiting list if not secured by a deposit or full payment.

Full payment of the course fees for each course participant must be received seven (7) business days prior to the first day of the course.

Issuing Certificates

Upon successful completion of the course, outcome qualifications, certificates and Statements of Attainment will be issued subject to the following:

- Course fees are paid in full and
- All required participant details forms are completed and returned to **erms**.

Substitution – Well Control Courses

If a registered participant is unable to attend a course, **erms** may allow a substitute participant to attend in place of the registered participant at no extra charge subject to written notification which must be provided as follows:

- For IWCF course participants, no less than 10 business days prior to the commencement date of the course. No substitution of participants is permitted within 10 business days of the course commencement date or after the course has commenced.
- For IADC (WellCAP) course participants, no less than two (2) business days prior to the commencement date of the course. No substitution of participants is permitted within two (2) business days of the course commencement date or after the course has commenced.

Substitution – Except Well Control Courses

If a registered participant is unable to attend a course, a substitute participant may attend in place of the registered participant's place at no extra charge.

In the event of a substitution, written notification must be provided to **erms** prior to, or no later than, the start date of the course.

Cancellations and Refunds

If a course participant is unable to attend the course on which they are booked the following fees will apply:

- Written cancellations received at least seven (7) business days before the course commencement date are refundable, minus a processing fee of \$110 (inc GST).
- Written cancellations received less than seven (7) business days but more than two (2) days before the course commencement date incur a cancellation fee of 50% of the course cost.
- Written cancellations received less than two (2) business days before the course commencement date are responsible for payment of the full course fees.
- Participants who do not cancel in writing and/or fail to attend the course are responsible for payment of the full course fees.

Erms Cancellations or Postponements

It is the intention of **erms** to provide training and assessment services to all participants registered on a course. Should unforeseen circumstances occur, **erms** will advise all registered participants in the event a training course or training module is to be cancelled or postponed.

Where at all possible, the course or training module will be offered at alternative times and dates. If registered participants are not able to attend alternative courses or training modules at any of the dates and time offered, all deposits and fees already paid for that course or training module will be fully refunded.

Erms is not responsible for non-refundable travel arrangement losses resulting from training course rescheduling or cancellation and will not accept any responsibility for any loss or expense incurred by you as a result of attendance at a course, however caused.

Erms reserves the right to modify terms, conditions, prices or training courses at any time without notice.

Incidental Charges

- Replacement of award/qualification administration fee \$55.00 (inc GST) (not including IWCF certification).
- Re-assessment administrative fee \$165.00 (inc GST) per re-assessment except Well Control courses.
- Well Control courses re-assessment administrative fee \$165.00 (inc GST) per re-assessment session. Re-assessment sessions must be completed within fifty-six (56) days of the initial test date for IWCF certification and within forty-five (45) days of course completion date for IADC certification.

Privacy and Confidentiality

Security and confidentiality of student records is managed in accordance with the Privacy Act 1988, AQTF, IWCF and IADC standards. Please contact **erms** if you would like additional information.

Erms maintains complete and accurate records of course participant details, attendance and assessment and makes these records available to course participants and other relevant agencies with authority to view and access such records.