



The Coaching Institute - Student Handbook

Contact details

FREECALL: 1800 094 927
Telephone: 03 9645 9945
Fax: 03 9645 7002
Email: info@thecoachinginstitute.com.au
Web: www.thecoachinginstitute.com.au
Postal: 335 Ferrars St, South Melbourne 3205



Disclaimer Notice

The Coaching Institute makes this material available on the understanding that users exercise their own skill and care with respect to its use. Before making any decisions based on the material contained within this Student Handbook users should carefully evaluate the accuracy, completeness and relevance of the information for their purposes and should obtain appropriate professional advice relevant to their particular circumstance.

The information & policies contained within this Student Handbook are current at the time of printing. The policies and information is subject to change. We recommend that students periodically refer to The Coaching Institute website for a current version of this handbook, or contact our head office on 03 9645 9945 for the latest version.

TABLE OF CONTENTS

Page(s)

Welcome to The Coaching Institute	3
The programs.....	3
How we conduct our training programs	4
Standards that impact on your studies	4
Code of Practice	4
The Coaching Institute's Ten Points of Culture	5
Your Responsibilities as a Student.....	5
Receiving support	6
Disciplinary Action.....	6
Complaints/Grievances and Appeals/Disputes/Appeals.....	6
Student Feedback	6
Enrolment	6
Extension of Enrolment Period/ Deferrals	6
Recommended Prior Learning (RPL) and National Recognition (NR)	7
Transfers/ Change of name and address.....	8
Access to Student Records Policy	8
Your Fees and Financing.....	8
Withdrawing from your Course/ Premature course release/ Payment deferral....	10
Refund of Fees	11
Failure to Pay	11
Units of competency	11
Late Submissions/ resubmission of assessments	11
Assessment overview	12
Certificate or Diploma Qualification	12
Where to now	12
TRAINING Attendance and Assessment Finance Policy	13
TRAININGS cancellation policy	13

Welcome to The Coaching Institute

Thank you for becoming a member of The Coaching Institute. You are joining the most accredited coaching institute in the world, and we have both national AND international accreditations available through our programs. We are also the only award-winning school in Australasia.

Our purpose is to provide the most outstanding coaching training, materials and support for students looking to become professional life coaches.

I would like to take this opportunity to welcome you to The Coaching Institute and let you know we look forward to supporting you on your journey towards becoming a successful coach. On behalf of The Coaching Institute Team, including our administrative support, Student Support, our trainers, facilitators and mentors we look forward to sharing your successes.

This handbook is a guide to our policies, the programs, your assessment and general information on The Coaching Institute study options.

Enjoy your exciting journey ahead!



The programs

The Coaching Institute is a Registered Training Organisation (RTO) as well as offering international accreditation with the International Coach Federation (ICF) through our Advanced Practitioner Program.

We offer three programs for people wanting to pursue a career in coaching or who want coaching skills in the workplace. The Certificate IV in Business is included in the Advanced Practitioner and the Diploma of Life Coaching.

- Certificate IV in Life Coaching (21646VIC)
- Advanced Practitioner of Life Coaching (21646VIC); ICF accredited
- Diploma of Life Coaching (21647VIC)
- Certificate IV in Business (BSB40207) (participation requires enrolment in one of the three programs listed here)

1. All programs commence with the Starter Kit manual and The Foundations of Coaching Success "Intake" Weekend.
2. If you select the Certificate IV in Life Coaching we also require additional assessment to ensure your success. The additional component is called the Practitioner of Life Coaching.
3. The Certificate IV in Business is included with the Advanced Practitioner and the Diploma of Life Coaching, and must be purchased separately if you enroll in the Certificate IV in Life Coaching.
4. The Advanced Practitioner includes far more in the way of resources including DVD's, teleclasses and face-to-face training. The Advanced Practitioner is one of our most popular programs, offering twice as much face-to-face training as the Certificate IV in Life Coaching. Students generally enroll in the Advanced Practitioner at the beginning of the coaching studies.
5. The Diploma of Life Coaching offers the most comprehensive and advanced program, including NLP accreditation. You can enroll in the Diploma of Life Coaching at the start of your coaching studies.

How we conduct our training programs

As a student with The Coaching Institute you are able to complete your studies to suit your own lifestyle and needs. Our courses are conducted using a wide range of flexible delivery methods, including:

- Face-to-face trainings
- Manuals and handouts
- CD's
- Teleclasses/Webinars
- Live coaching demonstrations
- Study forums
- DVD's
- Mentoring
- Online DVD's and MP3's
- Member's Only Website

Standards that impact on your studies

There are a range of government legislation and regulation that can and does impact on your learning with The Coaching Institute. Some of these legislations/regulations have little impact on your activity whilst other legislation may impact significantly on the manner in which we interact with each other on your coach journey. Our aim is to provide you with the very best learning environment possible, so we have in place standards (TCI Policies and Procedures) which ensure this happens.

If you wish to know more about these particular standards (TCI Policies and Procedures) you can find them on our Membership Only website at www.thecoachinginstitute.com.au or prior to enrolment you can request a copy from us.

The **Australian Quality Training Framework (AQTF)** outlines a range of standards for all Registered training Organisations. These standards specify what we must do as an RTO regarding your training and assessment.

The Privacy Amendment Act 2000 essentially says that all personal information you provide to us will be secured and will not be shared or disclosed to anyone without your written consent. This also applies to you in terms of you not providing information about someone to a third party.

Code of Practice

The Coaching Institute is dedicated to excellence and to working with people who share the values of excellence, integrity and responsibility. We commit to –

- Our policies and general management practices are created and adhered to as a path to the achievement and maintenance of high professional standards in both the marketing and the delivery of our courses and which will safeguard the welfare of all participants in our programs;
- Our marketing of all programs is carried out with integrity, is accurate and conducted in a professional manner;
- We recruit participants in an ethical and responsible manner;
- Raising our standard of service to the participants and we will uphold the services that are currently provided to you;
- Our employees, representatives and service providers conducting our services in an honest, efficient, fair and transparent manner;
- Responding to our participants queries and concerns in a timely manner;
- Developing innovative ways to delivery coach training;
- Responding to feedback provided by our students;
- Ensuring facilitators are knowledgeable and well respected coaches;
- Ensuring our students receive great value from our training programs;
- Providing dedicated Student Support function to ensure students are well catered for and have an avenue for questions and queries.

The Coaching Institute's Ten Points of Culture

1. Integrity...

We are truthful to ourselves & with others, and we deliver as promised first time, every time.

2. Excellence...

We endeavour to exceed all of our personal expectations about what we are capable of and to exceed the expectations of our stakeholders through the delivery of the most outstanding training, coaching and products.

3. Courage...

We are willing to stretch ourselves & others beyond the boundary conditions of our thinking through doing what needs to be done, and not just what we like to do. We are constantly unrealistic about our potential and we are willing to see that we can be more, right now.

4. Responsibility...

We take 100% responsibility for our actions & our non-actions. We take 100% responsibility for our results & our non-results.

5. Cause...

We know that we are at cause for everything that happens in our lives & our businesses.

6. Communication...

We take 100% responsibility for our communication effectiveness. We communicate clearly & honestly. We speak positively and endeavour to empower ourselves & others with how we communicate with ourselves & others. We don't engage in gossip & speak to someone who can do something about a problem, rather than someone who can't. We take responsibility for our responses to people's communication with us.

7. Fun...

We choose to enjoy what we do and see it as play, not work. We share our sense of fun with others because it is easier to create transformation if we choose to have a sense of playfulness & fun.

8. Behavioural flexibility...

We know that if we don't get the outcome we want the first time, or the second, or the third... then we must be willing to demonstrate the ultimate behavioural flexibility & recognise it as feedback, not failure. We are willing to learn to do it differently to get the results that we want.

9. Sustainability...

We are committed to creating and maintaining sustainable solutions, and not short term fixes.

10. Appreciation...

We are grateful & appreciate the opportunities that present themselves in our lives. We show our appreciation often & without prompting and say thank-you easily. We love catching people doing it right.

Your Responsibilities as a Student

We require all participants in our program to conduct themselves in an ethical and responsible manner at all times when communicating with The Coaching Institute staff, facilitators, mentors and other students.

You have the responsibility to not disrupt participants in their study and in the performance of their tasks. In your own study you are expected to-

- Take responsibility for your own study timetable
- Approach your chosen program with personal commitment and integrity
- Complete all required assignments honestly
- Submit work that is your own in its entirety
- Be respectful when contacting and communicating with other students and members of The Coaching Institute team.

Students who are found in breach any of these obligations, or any other inappropriate actions will be advised verbally, in the first instance then in writing of their breach and to set our expected levels of behaviour and conduct in the future. If, after a verbal warning of inappropriate conduct is given and the student chooses to continue to behave in a way that is still inappropriate, the student will be asked to leave either the training session, teleclass or in serious misconduct situations the course in its entirety. If this occurs all fees will become due. Should the student wish to re-attend the training, teleclass or be reinstated will be at the discretion of The Coaching Institute. Request for Re-attendance or Reinstatement will incur a fee of \$250.

Receiving support

You will need support from time to time that isn't covered in the curriculum. As a student with The Coaching Institute you have access to a full time National Support Manager and Diploma students have a dedicated Diploma Mentor to support them throughout their program. You will also receive and have access to –

- Mentor coaches
- Monthly face-to-face events in your capital city
- Regular bonus classes

Disciplinary Action

The Responsible Officer will investigate any occurrences of students suspected of disciplinary behaviour. Action may include discussions, warning and/or elimination from the course without a refund.

Complaints/Grievances and Appeals/Disputes/Appeals

Where a concern has been elevated to a formal complaint stage and the Responsible Officer has been unable to resolve the issue. The matter will be referred to The Coaching Institute's Resolution Panel.

We aim to address all concerns/complaints in accordance with the principles of natural justice. We will work towards making you feel safe and supported in raising the complaint or issue, so that you are not academically disadvantaged as a result of making a complaint. Equally, we will protect our staff from thoughtless or malicious complaints.

The Coaching Institute has a formal system to record and action complaints and you can call or write to the Responsible Officer who will investigate the issue in the first instance.

In the event The Coaching Institute and yourself being in a dispute over any matter arising from the agreement you have with The Coaching Institute, both parties are required to use their best endeavours to resolve the matter through good faith discussions. If the dispute arising under the contract cannot be settled by discussions in good faith, then it shall be submitted for mediation. Both parties will need to agree to the Mediator or an Arbitrator. The Mediator will determine the procedure and timeline for the mediation. Finally, the costs for mediation will be shared equally between the parties.

Decisions made by the Resolution Panel can be appealed to for reconsideration if you are dissatisfied with a decision. However, once an Appeal has been reconsidered the decision is final. If you wish to appeal a decision, you need to give your appeal in writing to the Responsible Officer, Resolution Panel, 335 Ferrars St South Melbourne, VIC 3205. Your written request for Appeal should be received no later than 10 working days after being officially notified of a decision.

Student Feedback

Student feedback is one of the techniques used to obtain information from students undertaking our training. Your feedback enhances student learning and support, and to identify where courses need improvement. All of The Coaching Institute's training incorporates Student Feedback forms distributed at face-to-face training sessions, so that you can give us feedback about your learning experience. We value your comments and suggestions.

Enrolment

To enroll in The Coaching Institute's programs you must complete an enrolment form, and read both the terms and conditions and this document. Terms and conditions apply to every enrolled student with The Coaching Institute. If you need a copy, you can download both of these documents from the [TCI Policies and Procedures](#) section of the website.

Extension of Enrolment Period/ Deferrals

An extension of your enrolment period is additional time granted to complete your course. This option is available on a six (6) month or twelve (12) month period. To apply for an Extension of

Enrolment, complete and send us the Application for Extension form provided with your course materials. You can also download these forms from the Member's Only website in the TCI Policies and Procedures section. You must apply at least one (1) month before your enrolment expires.

Note:

An Extension of Enrolment Period will not extend your EZYPay or loan for the course. See Payment Deferral.

We recognise there are situations when students may need to defer their studies. The Coaching Institute is able to defer your course for a period of time up to 6 months for the following reasons:

- Unexpected international travel excluding Singapore, Indonesia, Hong Kong and New Zealand
- Illness or serious injury
- Death of an immediate family member
- Irreconcilable marital breakdown

To apply for a deferral of your course you must send written notification to The Coaching Institute advising the reason for your deferral request and the length of time you will need. Verbal and email requests are not accepted. Evidence of your deferral reason may be requested at the discretion of The Coaching Institute directors. For more details see Course Deferral Policy, TCI Membership Only website – Policies.

Recommended Prior Learning (RPL) and National Recognition (NR)

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses the individual's current skills based on non-formal and informal learning to determine that the student possesses the required competency for partial completion of Certificate IV in Life Coaching Or Diploma in Life Coaching.

RPL recognises a student's prior knowledge and experience and will then measure it against the required course competency in which the student is enrolled. A student possessing some of the skills and/or knowledge taught in the course may not need to complete all of its units.

With an RPL Application, the student must present written documentation of the training they attended when acquiring the relevant skills in addition to paying a \$300 assessment fee per unit/competency. This fee covers having an assessor conduct the relevant test to ensure the student's level of competency is equal to that of the required outcome of the 'TCI' Training.

Although recognition of prior learning is given the course is delivered in a holistic fashion, therefore students would be expected to complete the entire delivery, unless specifically stated below.

Practitioner of Neuro-Linguistic Programming
Master Practitioner of Neuro-Linguistic Programming
Trainers Training

In this instance the student is not required to attend this training and therefore the fees will be deducted from the total course investment. For all other RPL's the student will still be required to attend each training, therefore no reduction in price is applicable.

NATIONAL RECOGNITION (NR)

National Recognition is provided upon presentation of statement of attainment or certificate nominating the relevant units. There is no charge involved and credits are automatic. Although credits are given the course is delivered in a holistic fashion, therefore students would be expected to complete the entire delivery.

Transfers/ Change of name and address

If you are enrolled in a course, you may request to transfer your enrolment to the next course date available. You can transfer your course once per enrolment in that course. For advice, contact studentsupport@thecoachinginstitute.com.au.

Note: If you transfer you are not entitled to a refund of the course fees if you then withdraw from the course. Courses are non transferable to anyone for any reason.

We are required to hold your full legal name in our records. If for any reason you change your name after you enroll with us, you need to provide us with details of your name change and a verified copy of the document to support the change. Complete the Change of Details form at the back of this Handbook and return to us or download the form from the Member's Only website, TCI Policies and Procedures section.

If you change your address or any contact details, you need to inform us to ensure that all communication continues to reach you. Remember, the primary form of communication between The Coaching Institute to its students is via email. Email us admin@thecoachinginstitute.com.au to communicate your change of details.

Access to Student Records Policy

Students can view their files at anytime. This request must be in writing. The Coaching Institute will release student files to the student only. No third party can request to view student files unless they are the students appointed Power of Attorney or Financial Power of Attorney.

No-one except for Staff can remove Student files form Safe room.

Contact Lisa Wiking, National Operations Manager, for further information.

Your Fees and Financing

The Coaching Institute is a private training provider which provides its programs on a full fee paying basis. As part of our Fees Policy we request you read the terms and conditions and Student Handbook carefully and understand your commitment in terms of any non-refundable deposit and the ongoing course fees. There are no fee exemptions.

The Coaching Institute accepts payment in full or payments through Ezy pay. No direct debits are accepted for ongoing payments.

Enquires, changes or details regarding your payment option contact admin@thecoachinginstitute.com.au.

The Coaching Institute has service fees as listed below. Course related fees are listed within your Course Information. Not all fees are refundable. Associated administration and fees (if applicable) are listed below.

Service Fee Schedule

Description of Service	
Application for Extension Period	
<ul style="list-style-type: none"> 6 months extension 	\$675
<ul style="list-style-type: none"> 12 month extension 	\$975
Application for Special Assistance	At cost
Application for Late Submission per course/module	\$250
Application for Exemption	\$500
Rescheduling of any face-to-face training (with 5 business days or less)	\$300
Change of Details	No fee
Course Deferral	No fee
Payment Deferral	No fee
Replacement of Certificate	\$100
Request to Withdraw (per course – deducted from the refund if a refund applies)	\$100
Replacement or Upgrade of Manual	\$100
Request for Record/Transcript	No fee
Resit Assessment (within 30 days from date of Assessor)	No fee
Cancellation of Mentoring session with less than 24 hours notice	At cost
Debt Collection	At cost
Request for Recognition for Prior Learning/RCC	\$300 per hour
Request for Mutual Recognition	\$300 per hour
Request for Re-Attendance or Reinstatement	\$250

Cert IV in Life Coaching	
Received	Value
Starter Kit Cert IV	\$1,500
Foundations Of Coaching Success Training "Intake" Weekend	\$2,500
Teleclass	\$100/class
Live Coaching	\$100/class
Mentors	\$100/Session
Access to Student Support	\$200/Month
Cert IV Manuals (3)	\$200/Manual
Website access	\$500 (delivered on enrolment)
Conversations With A Master Coach	\$500
Assessment	\$300
Advanced Practitioner	
Received	Value
ICF Classes	\$100/Class
Niche by Sharon Pearson (Website)	\$900 (delivered on enrolment)
Niche (Image)	\$600 (delivered on enrolment)
Niche (Personal Brand)	\$600 (delivered on enrolment)
DVD's (5)	\$400/DVD
Practicum's	\$200/Practicum
Website access	\$500 (delivered on enrolment)
Cert IV Business Manual/CD's	\$1,200 (this is the entire program)
Assessment	\$300
Diploma	
Received	Value
Starter Kit	\$1,500
Leadership Manual/CD's	\$2,000 (this is the entire program)
Products & Practice Manual/CD's	\$2,000 (this is the entire program)
Business Coaching MP3's	\$600 (delivered on enrolment)
Positive Psychology MP3's	\$600 (delivered on enrolment)
NLP Pre-learning/CD's	\$700
Trainers Training Manual	\$500
Trainers Training Website	\$500
Leadership Coaching Classes	\$200/Class
Product & Practice Classes (with Sharon Pearson)	\$500/Class
Diploma Website	\$300 (delivered on enrolment)
NLP Training	\$3,000
Trainers Training	\$2,000

Withdrawing from your Course/ Premature course release/ Payment deferral

Applications to withdraw must be in writing. The date of withdrawal is the date when your written, faxed or emailed letter is received by us to studentsupport@thecoachinginstitute.com.au

Withdrawal from any of the three accredited programs prior to the Foundations of Coaching Success Training "Intake" Weekend will result in an amount being due that is calculated based on (1) Starter Kit being received, (2) Access to the Member's Sites, and (3) Access to teleclasses.

Throughout any of the accredited programs a student can withdraw at any time for any reason, however fees may be due to The Coaching Institute which are calculated based on services

provided up to the day of notice of withdrawal in writing. A full schedule of fees based on what The Coaching Institute has delivered is provided here.

Please note, this is calculated on provision of services as agreed, not on whether or not a student has attended the classes provided for them. It is the fairest way to base fees owing and services delivered.

You may defer your EZYPay payments for hardship reasons for loss of income or due to illness. Payments can be deferred for one month only. To arrange a payment deferral contact admin@thecoachinginstitute.com.au at least 7 working days before your EZYPay payment is due. See TCI Payment Deferral Policy, TCI Membership Only website for more details.

Refund of Fees

You must notify The Coaching Institute in writing within 14 days of the date of confirmation of your enrolment in writing if you wish to receive a refund. You will be eligible for a refund of fees as set out in the table above, provided that:

- You have returned your all of the study materials provided to you;
- No assessment work has been received by The Coaching Institute.
- Your refund will be calculated based on the table above.

Withdrawal from your chosen course will require returning all course materials, including CD's, DVD's, handbooks, workbooks, manuals and all other related materials to TCI before any refund of fees will be disbursed.

Significant intellectual property is imparted within the first 3 months of each of the programs and as such, changing your mind is not a reason for a refund and only in circumstances of extreme hardship is any refund considered. All refunds remain completely at the discretion of The Coaching Institute. All refund requests must be in writing and all refunds, if eligible, are calculated from the date of the receipt of the written request.

Failure to Pay

All students need to be aware that their student fees become due and payable in full in the event of failure to meet their agreed payment schedule for two consecutive months. If this happens The Coaching Institute has the right to begin proceedings to have the balance of the funds recovered. Once debit collection has commenced, the student will incur all mercantile costs or expenses in the recovery of the debt, made payable direct to The Coaching Institute.

Units of competency

As a registered training organisation, our courses are accredited and can provide accreditation for our participants. The accreditation we can offer include –

- Certificate IV in Life Coaching (21646VIC)
- Advanced Practitioner of Life Coaching (ICF Accreditation)
- Diploma of Life Coaching (21647VIC)
- Certificate IV in Business (BSB40207)

Where the students partially completes the course, a Statement of Attainment will be issued for each of unit of competency attained.

Late Submissions/ resubmission of assessments

It is the responsibility of the student to get assessments to the TCI offices within timeframes specified by their specified course. Assessments lodged outside of the enrolment expiry date will be required to pay a late fee of \$250. For Diploma students please note that late submissions where a course specifies deadline dates for assessment(s) the student will be required to pay a late fee of \$250 per module. Should the student not achieve competency, they can repeat the assessment. Please see below.

Assessment overview

Certificate IV in Life Coaching Assessment is a self paced written assessment and the recorded Skills Assessment can be recorded at any time throughout your study. Advanced Practitioner Assessment is a self paced written Case Study Exercise. Diploma Assessments are self paced written assessments. The purpose of all assessments is to ensure the student achieves competent pass in all modules of each course

All students must –

- Coach 2 Pro Bono clients (x 6 sessions each) who provide 2 Testimonials
- Complete the Certificate IV in Life Coaching Knowledge Paper
- Complete Skills Assessment

Advanced Practitioner of Life Coaching students must –

- Complete the ICF accreditation exam
- Attended Teleclasses/Webinars LIVE

Diploma of Life Coaching students must –

- Complete written assessments for all modules within submission dates

Certificate IV in Business –

- The Certificate IV in Business is designed to compliment any of three coaching courses available. This program is taken concurrently with Certificate IV in Life Coaching, Advanced Practitioner or Diploma of Life Coaching. Assessment is a written exam.

Certificate or Diploma Qualification

We will send you your qualification when you complete your required courses. You may, however, apply for a verified copy of your record/transcript for a fee of \$100 at any time after completion of your course by emailing admin@thecoachinginstitute.com.au.

Where to now...

You can send your enrolment form to us via fax to 03 9645 7002 or email the scanned form to info@thecoachinginstitute.com.au or mail your form to 335 Ferrars St, South Melbourne 3205 VIC.

Once we have received your forms and you've completed all payment details you will receive your pre learning pack via express post and also a New Member Code which will give you immediate access to your pre learning pack, including the manual, CD's and a DVD welcome from CEO Sharon Pearson.

Included in your posted Starter Kit will be all the details you need to attend your Foundations of Coaching Success Training "Intake" Weekend, as well as accommodation recommendations if you are coming from interstate.

You will then be booked in for an interview with someone from the Student Services Team – this interview is to clarify your goals as a result of completing your chosen program and to ensure we know how you would like to be supported throughout your training at The Coaching Institute.

Your Coaching Journey starts here...

TRAINING Attendance and Assessment Finance Policy

It is a requirement that all students have been a paying Member of The Coaching Institute for a minimum of six months before they can attend any Diploma face to face trainings as substantial Intellectual Property is being imparted without The Coaching Institute being fully recompensed. In fairness to The Coaching Institute we ask that a minimum of six months of fees be made before you book in for either NLP or Trainers and Public Speaking. If student fees are paid in full, then attendance at any advanced training can occur at any time, depending upon availability of a place.

As per your terms and conditions it is required that any course attended is paid in full prior to any assessment occurring.

This policy provides the breakdown of payments that are required to ensure that your assessments are conducted in a timely manner.

- Certificate IV in Life Coaching – must have paid at least \$5,000 to be assessed
- Advanced Skills Training – must have paid at least \$5,000 to be assessed
- Cert IV in Life Coaching & Cert IV Business – must have paid at least \$6,500 to be assessed
- Advanced Practitioner (Cert IV in Life Coaching and Cert IV in Business with ICF accreditation) – must have paid at least \$8,795 to be assessed
- Diploma of Life Coaching – must have paid at least \$14,875 to be assessed
- If submitting separate Diploma of Life Coaching components (listed below) – then \$1,216 per component is required in addition to \$8,795.

Diploma Assessment components:

- NLP Practitioner
- Trainers and Public Speaking
- Your Coaching Practice
- Your Coaching Product
- Executive Coaching

TRAININGS cancellation policy

- Public Speaking and Trainers Training
- NLP Practitioner
- NLP master practitioner

Due to high demand and limited number of places in these courses, any cancellations from within one month of the training will result in being placed on a waiting list for the following event as first preference is given to first time applicants. This means we won't be able to guarantee you a place in the following event (this is due to the fact that we have had disappointed applicants unable to attend their chosen event, and subsequently people who were 'confirmed' cancelled at the last minute, leaving spots empty that could have been taken by the disappointed applicants had they had more notice).

Any cancellations within one month prior to the event incur a cancellation fee of \$300.00.

FINALISING YOUR ENROLMENT

Pay in full/Ezypay: Your course must have payment finalised prior to the start of the training. Whether this is through an Ezypay variation or payment in full. Any student who has not finalized their payment method prior to the training event will be unable to attend the training. Cheques on the day are not accepted.