

BOOKING REQUIREMENTS

Confirmed Numbers:

- Please be as accurate as possible when providing attendance numbers, staff and resources are allocated based on these numbers.
- If staff are unable to attend the booked training day an additional training session for these staff can be arranged, a split course / trainer call out fee will be applicable.

Quoted Rates:

- Rates are quoted based on numbers and information you provide; changes may affect your quoted rates and/or incur additional fees.

Minimum Numbers:

- **For courses of less than 10 participants a Flat Course Fee will apply.** (e.g. if you book a course with 6 participants you will be charged for 10 participants.) If your numbers are below 10 you have the option of inviting other businesses in the area to do combined training or invite family or friends.
- If there is uncertainty around minimum numbers, the course will be open for public bookings.

Staff Registration:

- **Registration:** It is the responsibility of the organiser to ensure staff have registered and completed the online learning by the deadline (5pm the day prior to training).
- **Staff failure to register (self-pay):** If the agreed minimum number of participants do not attend, an additional fee of \$50 per person less than the minimum agreed number will be charged. For example, if the agreed minimum number is 10 and only 7 participants are present, there will be an extra \$150 charge (3 x \$50). Credit card details may be required to secure your booking.

Additional Fees

- **Re-registration:** A grace period of 24 hours post training will be allowed for students to completed registration or online learning, after this time they will be removed from the course. A \$35 reregistration fee will be charged to re-enroll a student. (It is an ASQA requirement that online learning be completed prior to practical assessment, this grace period is offered as a courtesy)
- **Outside Hours Fee:** Costs incurred by FFA for a Trainer to work outside standard business hours will be on-charged to the client. (approx. \$200)

Room Set up:

- Please allocate a space with convenient equipment unloading access. If this is not possible a trolley or assistance with transporting equipment would be appreciated.
- If parking is limited, please reserve parking for Trainer/s.
- If multiple classes are running simultaneously, please allocate rooms in the same building or area, this ensures smooth registration process and running of classes.

- Training room needs to have ample floor space and be clear of tables and furniture. Participants always appreciate chairs.
- A table outside the training room/s is required for registration.
- Full Face to Face Delivery - Tables and chairs for all students, presentation table for trainer. Please advise if an inhouse projector is not available.

Please note it is not the trainer's responsibility to set up the training space. Please ensure space is ready a minimum of 30 minutes prior to start time for set up, this will ensure class starts on time.

Training day requirements:

- Staff must arrive 10-15 minutes prior to course start time for registration, late arrivals may be turned away.
- We ask that staff bring a pen and their mobile phone.
- **Organiser or representative must be present to assist with class registrations.**

Deposit:

- A 50% deposit is required to secure your booking. **We ask payment to be made on receipt of invoice.**

Final Payment:

- Invoice will be issued based on final numbers 3 days prior to the course. **We ask that payment be made on receipt of invoice.** If additional staff attend on the day a separate invoice will be provided.
- **There will be no refunds if students do not attend.** Resources and trainers are allocated based on the final numbers you provide 3 days prior to training. At the discretion of FFA we may offer staff who were unable to attend the practical assessment to make this up at one of our public courses. (An administration fee may apply)
- Certificates may be withheld until deposit / final invoice has been paid.
- Options for payment – Invoice or Credit card (Convenience fee 1%),

Cancellation:

- Deposit will be refunded if cancellation is outside 14 days prior to your course. Cancellations within 14 days of course date are non-refundable.

USI's:

- USI numbers (unique student identifier) are a government requirement, If staff do not have a USI number or cannot find it they can retrieve or create at www.usi.gov.au

These bookings requirements are outlined to provide transparency on the guidelines for onsite training. This is to guarantee the best training experience for you and your staff and to ensure smooth and easy planning for both parties.