



PRE ENROLMENT INFORMATION FOR CLIENTS

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Assessment Policy

What is assessment?

Assessment is simply how we measure what you have learned. Assessment activities are designed to provide evidence that you are competent in the unit of study you are undertaking.

What are my assessment responsibilities as a learner?

You are responsible for making sure that you only submit work that is your own, and that you submit your work within the agreed timeframes. If you can't meet the assessment deadline, you must contact your assessor and ask for an extension. If you don't submit your work in time, you will receive a "not yet competent" result.

Do I have to be assessed?

If you don't want to be assessed, you need to tell your tutor/assessor. If you choose not to be assessed, you won't qualify for a Certificate.

What happens if I don't meet competency the first time I try?

You can resit the assessment task once more. If you still do not meet competency, you may need to re-enrol in the unit of work.

What if I have a disability that means I can't participate in an assessment activity?

Some assessments can be adjusted to cater for your particular needs. Your assessor can provide more detail for you. It is important to remember that we can't adjust an assessment so that it doesn't show that you can complete the task to the required workplace standard.

What if I think my assessor has not marked my work fairly?

You can appeal the results of your assessment if you think you have not been treated fairly. You must lodge your appeal to your assessor or the CEO of *Coastal OHS Services* within 7 days of receiving your assessment result.

If I need more information on assessment, where can I get that?

You can speak to your assessor or the CEO of *Coastal OHS Services* for more information.



Cancellation & Refund Policy

If the course you booked is already full

If the course you booked is full when we receive your payment, we will advise you so and will refund your enrolment fee in full, immediately. Alternatively, you may choose to redirect your fee to another course.

If we cancel a course

If we cancel a course, we will refund your enrolment fee immediately, in full. Alternatively, you may choose to redirect your fee to another course.

If you fail to attend or cancel your enrolment

Course fees are non-refundable if you fail to attend or cancel within 24 hours of the course start date. Transfers or credit vouchers may be available as a result of changed personal circumstances.



Access to Records Policy

Information that we collect from you is managed strictly in accordance with Privacy legislation (also see page 5). We will ensure that this information is current and accurate.

You have the right to access your personal information. Participants may be required to make such requests in writing.

Any such request will be actioned by us in a timely manner.

Complaints Procedure

We see complaints as an opportunity to improve our services. If you are not satisfied with the service we provided to you, you are encouraged to file a complaint as soon as possible.

Complaints can be made via telephone, writing/email or in person. We will make a written record of the complaint and attempt to reach an agreement with you in a timely manner.

If agreement can not be reached, you can take the matter up with the Department of Fair Trading.



Legislative Requirements

Coastal OHS Services Pty Ltd will comply with relevant Legislation and Standards including:

AQTF Essential Standards for Registration

Vet Act

Privacy Act

Anti Discrimination Act

Copyright Act

Coastal OHS Services Pty Ltd will maintain high professional and ethical standards in the marketing and delivery of industry training services and publications.