

Terms and Conditions

MANDATORY DRESS REQUIREMENTS

Personal Protective Equipment (PPE)

It is the responsibility of the course participant to acquire their own PPE as there will be No Entry to the LD Training, training facility unless mandatory PPE is worn. PPE requirements that apply to all courses including Generic Inductions to Coal Mining are as follows:

Mandatory PPE Requirements

- Long Sleeve Hi-Visibility Shirt; (or Long Sleeve Shirt with a Hi-Visibility Vest)
- Long Pants (Jeans are Acceptable)
- Steel Cap Safety Boots

Additional PPE Requirements

- Hard Hat
- Ear plugs
- Safety Glasses

Attendance without required Mandatory PPE will result in NO ADMITTANCE to course and a forfeit of course fees.

COURSE REGISTRATIONS AND PAYMENTS

LD Training will not reserve a placement in a course without the required course payment paid in full prior to the courses' date of commencement.

REFUNDS POLICY

Course Interruptions

In the case where a particular training course has been interrupted at any time after commencement due to:

- Bad weather
- Malfunctions or breakdowns
- Incidents of any kind that result in the temporary stoppage of training
- The training facility becoming unavailable for any reason

If it is deemed necessary by LD Training that the course cannot be completed in the allotted time, arrangements will be made for the course participant/s to complete the training at a later suitable time. If no suitable time can be arranged then a partial refund will be arranged based on the time and duration of the interruption.

Please Note: Full refunds will not be granted. Statement of Attainments and any legal documents will not be processed or issued until courses are completed in full and final assessment(s) have been successfully completed where necessary.

COURSE CANCELLATIONS/ AND POSTPONEMENTS BY LD TRAINING BEFORE COURSE COMMENCEMENT

LD Training reserves the right to cancel or postpone any training program / course at any time for the following reasons:

- Where there are insufficient numbers to warrant a class
- Weather conditions have affected the training environment to the point
- Where it is unsafe.
- Unavailability of LD Training trainers
- The training facility has become unavailable for any reason

Any participant enrolled to complete a course which has been cancelled for any of the above reasons will be refunded full course costs including refund of any course deposits. Alternatively the participant can re-enrol to complete the same course at a future date.

Course Refunds

Participants that cancel their enrolment, the following notice must be given to LD Training to receive a refund which is as follows:

All Courses

- Notice of cancellation must be given **no less than 1 business days prior** to the course commencement to receive a full refund of fees paid.
- Notice of cancellation which is **less than 1 business day** prior to the course commencement will receive no Refund.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment **after the course commencement dates**.

SHIPPING POLICY

We post student certification Australia Wide using Australia Post. Certificates are sent within 2 business days of a student requesting a printed copy. We do not post overseas. Postage times may vary between 3 – 7 business day, depending on your location. LD Training will notify you if a delivery of your certification cannot be made within the given time period. LD Training may not be held responsible for any certification lost or damaged while in transit to your location.

PRICING POLICY

All of our prices are in Australian dollars (AUD) and include GST (Good and Services tax) as of 1st January 2012. LD Training withholds the right to change and update prices with their sole discretion. Updated prices will be published to the website as soon as possible.

ONLINE PAYMENT SECURITY

LD Training is dedicated to keeping your online payments safe and secure. Any information collected in relation to you is kept strictly secured. LD Training does not pass on, sell or swap any of your personal details with anyone other than required training companies and required government agencies. Student information will be used to post certification if necessary. When purchasing from LD Training your financial details are passed through a secure server using the latest 128-Bit SSL (Secure Sockets Layer) encryption technology. 128-Bit SSL encryption is the current industry standard. If you have any questions regarding our security policy please contact our administration info@ldtraining.com.au.

PRIVACY DECLARATION

Personal information collected as a result of your enrolment will be used by LD Training and the regulator for general participant administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised departmental officers have access to this information.

Your personal information will be disclosed to Australian and State Government authorities and agencies as required by law. If undertaking an WHS Prescribed Occupation course your personal information will be made available to Workplace Health & Safety Queensland.

The following information and documentation may be made available to your employer (by request); attendance, results of assessment(s), copies of statements of attainment / completion and progress reports if payment for your course has been provided by your employer. If you do not wish for this information to be discussed or released to your employer, please notify an LD Training Admin Staff.

If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent or guardian. By undertaking the courses with LD Training, I consent to my personal information (first name, last name, date of birth, license number's and endorsement expiry dates) being made available to necessary third party organisations and other registered Training Organisations for verification of competency completion only and no other purposes.

No further access to your enrolment information will be provided to any other organisation or persons without your consent or, unless authorised or required by law.

**THESE TERMS AND CONDITIONS ARE LD TRAINING POLICY.
THERE WILL BE NO NEGOTIATIONS ENTERED INTO.**