HOSCH Australia

TRAINING TERMS & CONDITIONS

CONDITIONS	
Medical Conditions	Participants must be fit for work to attend the training course. Any medical problems including but not limited to, heart problems, back problems, pregnancy will require a medical clearance prior to the participation in the practical components of the training.
Clothing	Participants are required to wear long trousers/pants/jeans and enclosed work shoes to participate in the practical components of the training course. Casual business attire is suitable for all other aspects of the course.
Refreshments	The training course is fully catered, and as such morning tea, lunch and afternoon tea will be provided on each day.

Cancellation Policy	**Incurred Fee**
Staff and resources are specifically allocated for the facilitation of the planned training course. Should you for any reason find it necessary to cancel your participation, the following conditions will apply:	
More than 48 hours (2 business days) notice.	Reschedule dates, dependant on availability
Less than 48 hours (2 business days) notice prior to the commencement of the training course.	50% of the fee will be charged.
Less than 24 hours (1 business days) notice prior to the commencement of the training course.	100% of the fee will be charged.
No show on the day of the course.	100% of the fee will be charged.
Cancellation by HOSCH International Pty Ltd. ***HOSCH reserves the right to cancel a training course at short notice should there not be an alternative or the need arises.***	NIL

Policies and Procedures	
Equal Opportunity	The ability to undertake training with HOSCH will not be restricted on the grounds of age, gender, race, culture, disability religion, political beliefs. HOSCH respects the rights and beliefs of all stakeholders associated with the company i.e. all HOSCH employees all participants in the training courses. Note: Some medical or physical conditions may require a medical clearance prior to attending the training course.
Language, Literacy & Numeracy	There is a minimum required level of LLN required to undertake the training course. Each participant must be able to understand simple English, to ensure they are able to understand the safety aspects of the training and follow instructions in the event of an emergency. As there are written assessments for each training program, participants will be required to complete these in order to be deemed competent. In the case where LLN issues are such that it compromises the safety, security or duty of care of any stake holder, the participant will need to be assessed prior to attending the training course. A LLN assessment will be conducted by the training manager to ensure the necessary level of understanding is present for the candidate to participate in the training course safely.

Language, Literacy & Numeracy (continued)	In the event the candidate does not fulfil the necessary requirements for LLN, then the training manager will refer the candidate to more professional assistance, such as English language course.
Code of Conduct	Course participants are expected to conduct themselves in a manner that ensures the safety and welfare of HOSCH staff and other trainees for the duration of the training course. This code of conduct must be adhered to at all times, harassment or inappropriate behaviour will not be tolerated. Management reserves the right to ask participants to leave the premises should they breach this policy. In the even a participant is asked to leave for breach of the code of conduct they will forfeit their training fees.
Complaints	Each participant has the right to lodge a complaint with HOSCH. HOSCH staff receiving the complaint shall attempt to resolve the complaint with the participant. If the matter is not resolved to the satisfaction of all parties, a meeting with HOSCH management will be arranged to discuss the matter further. In the event the complaint cannot be resolved internally by HOSCH and the complainant, external resources may be engaged to assist in resolving the issue. Any costs associated with the engagement of external resources will be the sole responsibility of each party.
Appeals	Each participant has the right to appeal an assessment result. Any candidate that is dissatisfied with their assessment result must submit an application to the training manager for reassessment. The application must be lodged with 5 working days from the completion of the training course and must state the grounds for appeal i.e. they feel they have been assessed unfairly. All applications will be review and an assessment will be made to its validity. In the event the complaint cannot be resolved internally by HOSCH and the complainant, external resources may be engaged to assist in resolving the issue. Any costs associated with the engagement of external resources will be the sole responsibility of each party.
RPL	If a candidate has already acquired the skills and knowledge that form the performance criteria for the training course, they may be eligible for RPL. The candidate will need to provide sufficient evidence (theory & practical) in order to be deemed competent in the training course.

Prepared By	Suzie de Wit
Authorised by	Nigel Jaggers
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