

### **Affirm Training Terms and Conditions:**

In consideration of AUSTRALIAN CONCERT AND ENTERTAINMENT SECURITY PTY LTD (ABN 16 002 990 794) trading as **Affirm Training** and ACESGroup accepting this application, I hereby agree that Affirm Training, its contractors, servants or agents shall not be liable for any loss, damage or injury whatsoever received by or sustained by me, caused by, or as a result of any act of omission, or the negligence of Affirm Training and/or its contractors, servants or agents while I shall be attending their Training / Assessments Course/s.

#### Booking:

All courses must be confirmed in advance as course numbers are limited. Places in courses are allocated based on students confirming via online platforms, ACESGroup employment and rostering system, Students or Learner Management Systems, phone or email. Courses are run subject to demand. If there are insufficient numbers, courses may be cancelled or deferred to another date. In this case, if course fees were paid, they can either be refunded or credited towards another course. Where any fees are associated with the delivery of the course these fees must be paid prior to or on the day of training.

Affirm Training is not a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered Training organisation, we are able to offer [select supplementary courses](#) to overseas students' visa holders. The list of [exempted supplementary courses can be view by clicking here](#).

#### Refunds / Cooling Off Period:

Affirm Training provides details of their refund policy on marketing brochures specific to the course you enrol in and on their website [www.affirmtraining.com.au](http://www.affirmtraining.com.au). Students should refer to the refund policies prior to enrolment.

#### Punctuality:

Any attendee who is more than 10 minutes late to the course based on the start time specified in the booking may not be allowed into the course.

Attendees may be provided with breaks [course dependant]. Attendees arriving more than 10 minutes late from the allocated break will be refused re-entry to the course and must arrange to re-attend the entire course at full cost.

#### Identification:

All students are required to bring 100 points of identification to every Affirm Training course they attend. This must include proof of citizenship, residency, or VISA status.

#### Refusal of Entry:

Affirm Training reserves the right to refuse entry or request students to leave or be removed if in breach of terms and conditions, or if being objectionable to other students for any reason. This includes, but is not limited to:

- Course dress requirements [course dependant]. Students are required to be neat and tidy at all times and wear unoffensive clothing.
- Disturbing, causing discomfort, threatening the safety and security of other students, staff, patrons or the property of the provider of the venue.
- If the student is under the influence of alcohol or non-prescription drugs.
- If the student is breaching the laws of the Commonwealth or State
- If the student does not bring 100 points of identification including a form of identification demonstrating their citizenship, residency status or VISA conditions.

#### Recognition of Prior Learning (RPL) / Recognition of Current Competencies (RCC):

ACES provides pathways for students to be assessed via RPL / RCC. Should you wish to be considered for RPL / RCC you should contact Affirm Training representatives on +61 2 96997711 for further information and the relevant RPL / RCC kits to be completed.

#### Certificates:

Affirm Training uses an online student portal that records the progress of each student. As a student is deemed competent the student will be notified electronically via the email provided in this enrolment application that their certificate/transcript has been released and is accessible for them to print. Certificates are not sent out via the postal services unless it is requested.

#### Replacement of Certificates:

Affirm Training will re-issue replacement certificates upon the completion of the 'Replacement Certificate Form' and the payment of a \$30 certificate fee.

#### Failure to Complete:

If the attendee is found to be 'Not Competent' [failed] at the conclusion of the training and assessment where reasonable adjustment /action improvement plans were provided to the student then ACES may choose to re-schedule the student into the next available course at full course cost.

If the attendee commences the course but is unable to complete the course, they will be found 'Not Competent' [failed] and registered as a 'Withdrawn" Student'. Affirm Training may choose to re-schedule the student into the next available course at full course cost.

#### Course Cancellation:

Affirm Training reserves the right to cancel any courses without prior notice. Affirm Training will take reasonable measures to ensure students are notified as soon as practical should any unforeseen circumstances force the cancellation of a course. Where a course is cancelled ACES will liaise with students on the next available course schedule. No refunds are offered for cancellations.

#### Privacy:

The information provided by you on this application form will be used by Affirm Training for the purposes of general administration, planning and communication. The provision of this information is essential to determine your eligibility for enrolment. Information may be provided to third parties where required by legislation or contractual arrangements with Regulators and/or the Government.

#### Complaints / Grievances:

If you feel the course did not meet your expectations or have a complaint about the course, you can find further information about the complaint process by visiting [www.affirmtraining.com.au](http://www.affirmtraining.com.au).

When making a complaint/grievance you will be asked several questions to ensure the accuracy of the information that may be required to support the investigation. All complaints are investigated thoroughly, recorded and improvements monitored.

#### Marketing:

All students may be filmed, photographed, or recorded during their training course. By signing this enrolment, you acknowledge recording devices may be used and recorded information may be used for investigation, auditing, compliance, and marketing purposes.

#### Support Services:

Prior to enrolment should you believe, you will require additional support services please notify the training department representative to discuss any support that can be arranged and if there are any additional fees required. This application does not guarantee your place in the course should you need further support and assistance to complete the training program.

Affirm Training offers access to support services to students that believe they will require assistance (including language, literacy, and numeracy) throughout the training program. It is the responsibility of the student to ensure that they advise Affirm Training on the special needs they have and the support services they may require 7-days prior to the commencement of training. Support services may incur additional fees based on the needs of the individual. Should a student attend the training program without first seeking advice from Affirm Training the student may be re-scheduled to another date to ensure support services are available. Additional support services and rescheduling may incur additional fees.

#### Inability to Provide Services:

In the unlikely event that Affirm Training is unable to complete the training program with its enrolled students. Affirm Training will notify the student of the situation, the student's status of completion for the training program they are enrolled in and then find suitable and equivalent services for the student to finalise their program with another provider.