

Terms and Conditions: Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) Masterclass Workshops

Overview

These general terms and conditions apply for *Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) Masterclass Workshops* delivered by Educators SA. Educators SA is a Department for Education approved provider of RRHAN-EC training.

Unless otherwise agreed in writing on behalf of Educators SA, RRHAN-EC Masterclass Workshops shall be delivered on the following terms and conditions.

1. Registration

- 1.1.** Participants are required to register in advance to take part in RRHAN-EC Masterclass Workshops. Participants shall register online through Plink.

2. Costs

- 2.1.** The cost of the training shall be listed on Plink.

3. Terms of Payment

- 3.1.** All fees are due 48 hours prior to the RRHAN-EC Masterclass Workshop date. Educators SA reserves the right to cancel bookings if payment or evidence of payment has not been received 48 hours prior to the training date.
- 3.2.** Payment shall be made by, or on behalf of, the participant via credit/debit card or electronic funds transfer (EFT).

4. Cancellation by the participant

- 4.1.** The participant is entitled to request a cancellation or change to their booking at any time through written or verbal notice to Educators SA.
- 4.2.** Refunds are available 7 days prior to the training date.
- 4.3.** Cancellations less than 7 days prior to the event will not receive a refund.
- 4.4.** If a registrant tests positive to COVID in the 7 days prior or on the day, we will transfer the booking to the next suitable session at no cost.
- 4.5.** If the participant fails to attend a RRHAN-EC Masterclass Workshop without notifying Educators SA prior to the training date and the participant has not made payment, the participant is still required to pay the cost of the ticket.

5. Cancellation by Educators SA

- 5.1.** Educators SA is entitled to cancel RRHAN-EC Masterclass Workshops if insufficient registration cannot guarantee economically feasible training. Educators SA is also entitled to cancel workshops due to trainer illness, technical reasons, or other reasons beyond Educators SA's control.

5.2 In the event of cancelling a training workshop, Educators SA will make every effort to transfer participants' bookings to a mutually agreeable date. If a mutually agreeable date cannot be found, participants shall receive a full refund.

6. Delivery

- 6.1.** Educators SA is responsible for conducting training or for contracting a third party to conduct training.
- 6.2.** Delivery of RRHAN-EC Masterclass Workshops may take place in-person at a specified location or online via Zoom.
- 6.3.** If training takes place online via Zoom, the participant is responsible for establishing a safe learning environment at their location, providing infrastructure necessary for training especially a computer with functioning video-camera, microphone and speakers, and obtaining an internet connection and Zoom software.
- 6.4.** Where access to a computer is not possible, the participant must use another device that allows them to participate fully in the training. This requires the device to be equipped with or connected to a video-camera, microphone, and speakers.
- 6.5.** It is the responsibility of the participant to test and ensure their equipment is working prior to the commencement of the training.
- 6.6.** Participants will receive access to training materials via Plink.
- 6.7.** Educators SA may cancel training, change the date or time of training or designate the training location with notice to participants.

7. Participation

- 7.1.** Given the importance of the RRHAN-EC Masterclass Workshop content, participants will not be able to enter the training if they are more than 15 minutes late. Refunds will not be possible in such cases and re-booking fees will apply.
- 7.2.** Given the importance of the RRHAN-EC Masterclass Workshop content, participants will not be able to leave the training early and receive certification. Refunds will not be possible in such cases and re-booking fees will apply.
- 7.3.** During the RRHAN-EC Masterclass Workshop, participants' sole focus must be on the course and course material. Engaging in other activities such as playing on a device, work, housework, childcare, driving, cooking and so on during training will be deemed as not participating in the course.
- 7.4.** Participants who leave the training for a period of time without the permission of the trainer will be deemed to have not completed the course.
- 7.5.** Trainers reserve the right to expel participants from the training if the trainer deems the participants' behaviour to be disruptive or unacceptable.

8. Certificates

- 8.1.** Certificates of completion of the RRHAN-EC Masterclass Workshop are awarded only if the trainer deems the participant has met the course requirements, and if payment or evidence of payment for the training has been received by Educators SA.