LIFELINE SOUTH COAST - TRAINING
TERMS & CONDITIONS

GENERAL

Participant Information

Lifeline South Coast offers a safe and non-judgemental adult learning environment.

Registered participants of all training categories are expected to provide complete and accurate details as requested to ensure smooth access to, and delivery of both on-site and virtual training and accreditation certificates. Failure to provide accurate details may result in non-issue or delay in providing certification.

All parties attending agree to be punctual, respectful and behave in an appropriate manner. Participants not adhering to these requirements may be asked to leave.

In the situation that a registered participant is not able to attend a booked training session they are expected to notify Lifeline South Coast as soon as possible. Lifeline South Coast reserves the right to cancel or postpone workshop dates if required. Registered participants will be notified of changes as soon as possible.

Registration

Registered participants are required to provide complete and accurate details as requested to ensure smooth access to and delivery of both on-site and virtual training and accreditation certificates. Failure to provide accurate details or requested information may result in your registration being cancelled, or non-issue or delay in providing certification. Registrations are not transferable

Blended Learning

Courses with online components or pre-requisites must be completed prior to training delivery. E-learning vouchers from third parties are non-refundable or transferable and cannot be transferred once allocated and redeemed. Trainers have the right to deny participants who have not completed these requirements and course fees paid will be forfeited.

Fee Free Community Training

Free registrations are a limited opportunity. Participants unable to attend should notify Lifeline South Coast as soon as possible, enabling those on the waiting list the opportunity to attend.

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Lifeline South Coast may cancel/refuse registration of participants due to repeated non-attendance at previous training. Registration for fee-free community training is limited to 5 participants from the same organisation.

Fee for Service, Public Course Training

Registration Fees & cancellations

Training fees must be paid in full prior to workshop commencement. Joining instructions for workshops will be sent only once payment has been made in full. Non-payment may result in the registration being cancelled. Where possible, Lifeline South Coast will make every effort to contact the participant beforehand.

Notification of cancellation is required as soon as practicably possible. Cancellation within 72 hours is non-refundable. Non-attendance (full or partial) is also non-refundable. Participants may request an exemption under extreme circumstances.

Fee for Service, Private Course Training

Payment

Quotations will be submitted to customers for requested training. Customers must accept quotation prior to training delivery, allowing reasonable time for training arrangements to be made. Deviations to existing quotations must be agreed upon in writing and may incur additional costs.

Training workshops will be invoiced within 7 days of customer acceptance of the quote and must be paid in full at least 14 days prior to the date of the training.

Where applicable, deposit payment for e-learning vouchers must be paid before e-learning access is granted.

*E-learning vouchers are not refundable or transferable and cannot be transferred once allocated.

Registration

Customer to register/forward individual participant information no later than 72 hours before scheduled training. Where participant information is required sooner, customer will be notified accordingly with appropriate registration instructions.

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Discretion for late changes will be reviewed individually and, in some circumstances, cannot be accepted. If late changes are accepted, participants are to register themselves on the day (if applicable) or forward required details to Lifeline South Coast immediately. Failure to provide accurate details may result in non-issue or delay in providing certification.

Course Information

Customers must forward pre-workshop information onto the participants with sufficient time for them to read and complete any tasks. Participants may not be able to attend if pre-requisite workshop work has not been completed.

Cancellation

In the event of cancellation of the workshop by the customer, a full refund will be provided on the actual cost of the workshop, provided we receive notification of cancellation at least 10 business days prior to the workshop date. A 50% refund will be provided up to 48 hours prior to the workshop date and cancellations received less than 48 hours before the workshop, are not entitled to a refund. Any associated travel, venue hire, or catering costs will only be refunded up to the value that Lifeline South Coast is able to recover.

In the event of a workshop being cancelled due to instructor illness or unavailability, the cost of the workshop will be refunded in full or alternatively rescheduled at a mutually agreed date.

Rescheduling

A customer may request a workshop be rescheduled by providing notification at least 10 business days prior to the workshop date. For the first rescheduling request, no additional fee will be charged. For any subsequent rescheduling requests an administration fee of $250 will be charged.

Document History

Version	Document Owner	Approved By	Approval Date	Review Date	Comments
1.0	Helen Matwijiw Services Manager	Renee Green CEO	15/01/2025	01/01/2026	Document creation
1.2	Helen Matwijiw Services Manager	Renee Green CEO	27/09/2025	27/09/2027	
1.3	Helen Matwijiw Services Manager	Renee Green CEO	7/10/2025	7/10/2027	New brand template

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