



Delivery, Return & Cancellation Policy:

COURSE TERMS AND CONDITIONS

21 days notice in writing is required if you wish to change to another course. No refunds can be given. If you have paid a deposit only, remainder of course fees must be paid 21 days before your course begins. If you are late in paying the remainder of course fees, someone else will take your place and you will not be able to attend the course date you originally chose. Full fee paying students can also take your place on the course you have chosen if the course becomes fully booked before the 21 day rule applies. Your deposit will be carried forward to the next intake and cannot be refunded. You will be asked one more time to pay the remainder of course fees, failure to do so will result in loss of deposit. If in doubt, always pay the full fee to avoid disappointment. The opportunity to pay a deposit to reserve your course place is to help individuals who do not have the immediate funds to pay the course fees in full. We try to assist, but cannot guarantee a place unless all students pay in full.

Delivery Policy

Advertised Tutors and Courses

On occasion the advertised tutor will not be available to run the course due to sickness, other professional engagements or unforeseen circumstances. Our replacement tutors are of the same standard as the advertised. Changes to course content may occur without notice. Primarily this is to benefit the student, with new software, technology and training techniques to mutually benefit a group of students within the time frame of the course and to gain and overall improvement of achieving a better understanding of the subject.

10% discount is offered to students who enroll on 3 or more courses during any 12 month period. The discount is applied to the third or fourth course or what ever course is the last course to be booked in a series of bookings made on the same day, month, or within 12 months of booking the first course. The 10% discount is applied to the final chosen course. However, if a student books 6 or more courses, then the 10% discount will be given again. In summary for every 3 courses a student enrolls on, a 10% discount can be given and applied to the third course and sixth course only.

Overtime

1.1 Overtime Pay for Support Staff

1.1.1 General Policy

Support Staff receive overtime pay for all hours worked in excess of forty (40) hours in a payroll week. Hours worked and paid absences (sick leave, vacation, holidays, etc.) count toward the computation of overtime.

1.1.2 Notice and Assignment of Overtime

From time to time it may become necessary for our tutors or other employees to work overtime hours in a week, in order to complete work by a deadline, to compensate for a temporary reduction in staff, or for other operational reasons. Overtime work should be provided with reasonable advance notice by their supervisors of the need for such overtime work. Overtime should be assigned and distributed among all eligible employees.

1.1.3 Determining Hours for Premium Overtime Pay

In situations when our Directors or staff are hired out to third party organisations on projects or contracts we reserve the right to apply overtime pay rates. The premium rate of pay of twice the base hourly rate will be applied to all hours worked in excess of the agreed upon work hours. The latest hours worked will be considered as the premium hours.