

AWCC Short Courses (2022)



Training Terms and Conditions

Conditions of Training with the Australian Well Control Centre:

- Student proof of identity will be required presentation of original documents e.g. Current driver's license or passport.
- Attendees of all courses involving physical activity and/or practical demonstrations will be assessed according to their level of risk.
- Australian Well Control Centre reserves the right to reschedule courses with less than the minimum required number of Students.

Refunds

As per the Australian Well Control Centre Pty Ltd Refund Policy, cancellations received 7 working days prior to the course start date are entitled to a refund less an administration fee no more than \$100.00 AUD. Cancellations made after this time will not be entitled to a refund, although a substitute candidate may attend the program. No refunds are permitted for non-attendees or on the day cancellations. Should the candidate desire to take an alternative course with Australian Well Control Centre Pty Ltd, fees will be fully transferable to that course. All notice of cancellation must be submitted via email.

Extenuating circumstances: should a candidate have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given. Conditions apply.

Re-schedule

Attendees may re-schedule course participation via phone or in writing 7 working days before commencing course date.

Cancellations

Cancellation/non-attendance will be accepted if the Australian Well Control Centre is notified in writing more than 7 working days before the course date and will refund the course cost.

Payment Terms

The Australian Well Control Centre issue Tax Invoices & Tax Invoice Adjustments monthly.

Payment terms are strictly 7 days from issue of the Tax Invoice, with consideration that course fees must be paid in full prior to commencement of course(s) – other than course fees that have a payment plan as stated above.

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Non-payment Policy

If student fees have not been paid prior to the commencement of the course(s) or Recognition of Prior Learning, the Australian Well Control Centre reserves the right to refuse to deliver the course(s) or Recognition of Prior Learning, until full payment is received. *Note payment plan clause.

Confidentiality Policy

Australian Well Control Centre will ensure that all information of a personal nature relating to its students will be respected and maintained at all times. No personal details will be released to third parties without written consent of the student.

Assessment Policy

Each attendee who undertakes a course must demonstrate their competency for each required learning outcome in order to receive statement(s) of attainment/certificate(s) or qualifications.

Where a student believes that the assessment does not accurately reflect their competence, they may appeal the assessment process and/or decision. Please see the Student Handbook.

Student Feedback

Student Surveys are part of each course, and suggestions, comments and feedback are both welcome and encouraged.

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