

A. FIRST AID TRAINING

COURSE INFORMATION

1. Punctuality: Please arrive 10 minutes prior to start time; if you arrive more than 15 minutes late for the course you will not be admitted to the course. Attendance, participation and successful assessments during each module are mandatory for certification.

2. Challenges to Learning: If you have any specific needs we should be aware of, please email or telephone to let us know so we can assist you in ensuring a successful training experience.

Challenges to learning may include any of the following: Numeracy/literacy, physical, psychological or emotional. This information will only be used to ensure the attendee's needs are met with the best possible learning environment and outcome.

Links Training will take all practical steps to ensure the learning needs of all trainees are met.

3. Physical requirements: For a unit standards-based certificate, attendees must be able to physically perform CPR. If you are unable to perform cardio-pulmonary resuscitation (CPR) on the floor long enough for the tutor to assess competency, then you may not meet the requirements for the NZQA approved First Aid Certificate.

The course has practical activities and involves group participation. Practice during the class involves close contact with others. You will be required to demonstrate to the instructor that you are physically able to perform set First Aid tasks.

4. Dress Code: We suggest that you wear casual clothing which enables you to kneel on the floor. Trousers and flat shoes are recommended. Please remove hoodies and dark glasses before entering the training room.

5. Language: All training is conducted in English. Trainees are expected to have a basic knowledge and understanding of English.

6. Illness: If you have any disabilities or an illness which you feel may affect your performance during the course, please raise your concerns with the tutor, or contact Links Training office to discuss your concerns prior to the course commencement.

7. Electronic devices: Cell phones are required to be turned off or on silent. Trainees are not to receive incoming calls or text messages during class time, unless it is a matter of an emergency.

8. Assessment Resubmissions: If an assessment criterion has not been met you will be given opportunity to resubmit your assessment.

9. **Incompletion of course:** If you attend a class and need to leave during the session, you may be able to rebook into another session to complete your training. This rebooking may incur extra fees and needs to be completed within six weeks of the initial training.

10. **Babies and children:** We ask that you make prior arrangements for your babies and children while you attend the training session.

PAYMENT TERMS AND CONDITIONS

1. All course fees must be paid in full 7 days prior to course date to secure placement on the course. Invoices will be sent on booking if requested.

2. Inservice/group bookings: A contract will be sent to the organisation. Invoices will be sent after the training with payment due within 14 days of the invoice date.

3. Late payment of invoices will incur 2.5% interest, compounding each seven days of late payment, plus \$20.00 administration fee and collection costs where applicable.

CANCELLATIONS

1. A full refund will be given if cancellation is received no later than **3 working days** from the course date.

2. There is no refund for cancellation less than 3 working days from the course date unless approved by the Director.

3. One rebooking can be made at no extra cost, providing a minimum of 3 working days' notice is given. Subsequent rebookings may incur a 50% fee regardless of notice given.

CERTIFICATE INFORMATION

1. Certificates will be sent electronically and issued when the following conditions have been met:

- Individuals have successfully completed the training
- Payment has been received in full
- Revalidation pre-learning module has been received, where applicable

2. Electrical Workers Competency Training attendees will receive a wallet size card on the day of training. Certificates are not routinely issued as they are not required by the EWRB.

B. PRIVACY POLICY

Links Training Ltd values its customers and respects their privacy. We collect customer information as a requirement for a NZQA registered Private Training Establishment, and also to communicate with you about our products and services.

Links Training Ltd recognises that it must maintain and use customer information responsibly. We do not sell or rent the information you provide to us online to third parties. However, we do share your information with third parties under certain circumstances as detailed below.

WHAT WE COLLECT

We collect information (such as your name, email address, mailing address, phone) that you provide when you place an order, save your information with us or participate in a contest, promotion or survey. All the information we collect is given to third parties ONLY if it is a legal requirement.

THIRD PARTY INFORMATION SHARING

The information that we gather is used for the purpose of reporting to the New Zealand Qualifications Authority, Tertiary Education Commission, Electrical Workers Registration Board, and Upstage Training as applicable.

We are required to share information with these authorities to maintain our Registration as a Private Training establishment, and to meet the requirements of the Electrical Workers Registration Board.

HOW WE USE YOUR INFORMATION

Your contact details and training history with Links Training is maintained on our database. We use this information to register credits with NZQA, and to send reminders when the first aid certificate is due to expire.

We may also use your contact details to send regular newsletters about our services or promotions. If you do not wish to receive these you may unsubscribe at any time.

ACCESSING YOUR INFORMATION

To access your information or to update your information at any time, please contact our office.

COOKIES

A cookie is a small data file that Websites often store on your computer's hard drive when you visit their sites. A cookie may contain information (such as a unique user ID), that is used to track the pages of the sites you've visited. We use cookies but do not store personally identifiable information in your cookie.

We use cookies in order to improve your experience. When you visit Links Training, your cookie helps us keep track of your order as you shop at our site. If you have saved your information with us, your cookie allows us to recognise you when you return to our site and provides you with access to your account information. If you saved your information with us, we also use cookies to monitor and maintain information about your use of our site. If you have not saved your information with us, we may monitor and maintain information about your use of our Website in a manner that does not identify you. In either case, this information helps us serve you better by improving our site design, our products, services, and promotions.

We also use cookies to track and maintain the identity of the Website you visited immediately prior to ours to further improve our site design. We do not otherwise track any information about your use of other Websites.

You can refuse cookies by turning them off in your browser. If you turn off cookies, though, we will not be able to track your order or enable you to make a purchase from our site. Nor will we be able to recognize you as a signed up user to allow you access to your account information.

C. FIRST AID KITS AND CONSUMABLES

1. Your placement of an order with us constitutes an offer by you to purchase goods from us on these terms below.
2. On receipt of an order an invoice will be issued.
3. On receipt of payment the order will be dispatched.

PRICE AND PRICE VARIATION

Prices quoted include gst unless otherwise stated. Unless otherwise agreed in writing, the price of the goods will be the current price on the day of order. We may change our prices from time to time without notice. Prices do not include any delivery fees. A courier fee will be charged.

PAYMENT

1. Links reserves the right to suspend delivery of further goods if the terms of payment are not strictly adhered to by the Customer.

2. You must pay us any fees or costs imposed on us if any payment you make to us is dishonoured or reversed.

DELIVERY

1. Links shall deliver the goods to the address stated on the order or as agreed.
2. Links shall deliver the goods by such carrier and such form of transport Links consider to be appropriate.
3. Links will not be responsible for any part delivery or delay in delivery of the goods as a result of events occurring beyond Links control. Links shall not be in any way responsible for any consequences (direct or indirect) arising from such delay or non-delivery.

RETURN OF GOODS

1. Links will not accept the return of goods for credit or any other purpose unless Links agrees to accept the return of the goods. Return of goods will only be accepted for credit within 14 days of delivery, unless due to Links error. Links reserves the right to charge for returned goods, excepting for when there has been an error on Links part.
2. No returned goods shall be accepted by Links if they have been tampered with by you or any other person and are not as new. Where goods are returned to Links but not accepted as above, they shall be returned to you at your expense.