

Terms and Conditions

Psychology Board of Australia (PsyBA) Training

Communicare Inc. 50548

Registration and Payment

- Registration and Payment for facilitated workshops must be made 5 days prior to the day of the workshop.
- Payment can be made through Communicare Inc. secure payment portal or bank transfer upon request and issue of an invoice.
- When an invoice is requested, registration is required to be completed by the participant through Communicare Inc. external learning kiosk: <https://communicashopfront.elmotalent.com.au/>
- Enrolment into the purchased learning will be completed manually by Communicare Inc. administration once payment has been received.
- EFT bank transfers may take up to five working days. It is the responsibility of the attendee to follow up with Communicare Inc., confirming their payment has been received. Please provide the invoice number as reference when making a bank transfer, so your payment can be tracked. It is the responsibility of the payer to ensure sufficient identification is provided.
- Bookings for workshops will not be finalised until full payment has been received.

Withdrawal, Cancellation and Refund Policy

- All refund requests must be made in writing to rto@communicare.org.au
- Written requests for refund received with the following notice periods are:

At least 30 days' notice	100% refund
At least 21 days' notice	75% refund
At least 14 days' notice	50% refund

NOTE: No refund given with less than 7 days' notice

- Full refunds or the option to re-register in the next available course will be given if Communicare Inc. cancels a course.
- No refunds will be granted once a workshop has commenced.
- No refunds will be granted for Component 1 of the PsyBA E-learning module once it has been accessed.
- Students who do not complete Component 1 – E-Learning prior to Component 2 – Facilitated session, are ineligible for a refund.

Change of Booking

- A reschedule of a booking will be accepted in writing with a valid reason. Reasons for rescheduling would ordinarily involve circumstances beyond a student's control and of which only came to light after the initial booking.
- No reschedule will be permitted within 7 days of the scheduled workshop.

Assessment

- Communicare Inc. has various assessment formats which includes e-learning multiple choice items, video recording, and written assessment forms.
- Communicare Inc. assessors will mark assessments in-line with the competency framework requirements.
- Participants will be provided a maximum of three attempts to pass Component 3 of the training, before receiving an unsuccessful result. All resubmissions will incur a cost of \$264.
- Participants must submit their video recording and reflection to Communicare Inc. within three months of completing Component 2, in the form requested by Communicare Inc.
- Participants can apply in writing to rto@communicare.org.au for an extension to the three-month deadline in special circumstances (e.g. Participant illness or personal leave). Applications must be submitted within 7 days of the original deadline.

Appeals Process

- Participants may disagree with the assessment outcome and can apply in writing to rto@communicare.org.au for a reassessment.
- The application for reassessment must be received within 30 days from the date of results.
- Should Communicare Inc. reassess the submission as competent, all costs for the reassessment will be waived.

Behaviour and Conduct

- At Communicare Inc, it is expected that all people are treated with dignity and respect, whether they are colleagues, clients, suppliers or other third parties. It is expected that behaviour by all ensures a positive learning and teaching environment.
- We are committed to promoting a safe and healthy work and study environment and recognise our obligation under the Work Health and Safety Act 2020, so far as practicable, provide and maintain a working environment where our employees and students are not exposed to hazards. The Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

- Conduct which disrupts facilitators, venue organisers or others working under Communicare Inc. authority and hinders them from delivering education and training programs and services or conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. This includes physical abuse, threatening behaviour, harassment, bullying, victimisation, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.
- Any individual or group behaviour, which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, and offensive or which unreasonably disturbs other groups or individuals is prohibited.
- Communicare Inc. staff, facilitators, venue organisers or others working under Communicare Inc. authority reserve the right to prohibit entry or ask a person to leave, based on behaviour deemed inappropriate.

Feedback

- Communicare Inc. welcomes all feedback including compliments, suggestions, complaints or grievances regarding programs and processes of the organisation.
- Participants will be invited to provide their evaluation and feedback after attending workshops through a feedback form.
- Other avenues of feedback may be provided in an email to: rto@communicare.org.au
- Details of Communicare Disputes, Complaints and Grievances Policy can be gained by requesting in writing to Executive Director C/O Communicare Inc. rto@communicare.org.au.

Privacy Policy

- Communicare Inc. values the protection of your privacy. A full copy of the Communicare Privacy Policy can be gained on request to rto@communicare.org.au.
- Communicare Inc. has no control of the use of your personal information where Communicare Inc. is not the organiser. Participants should contact each organiser for their privacy terms.
- Communicare Inc. uses the services of ELMO talent to host our external learning kiosk domain in which your information is stored once registered.
- Communicare Inc. uses the services of ELMO talent (<https://cti.elmotalent.com.au/>) to host our external learning kiosk. All content and the certifications would be stored on a Communicare branded third party system. Authorised staff from within Communicare will have access to the relevant information.
- Privacy policy specific to ELMO learning kiosk could be found here: [Privacy Policy](#)

Program

- Communicare Inc. reserves the right to amend or cancel events at any time.
- Communicare Inc. routinely reviews courses and amend as deemed appropriate. If amended, every effort will be made to ensure the program remains of an equivalent standard.
- Communicare Inc. reserves the right to vary the advertised presenter and no refunds will be offered. All attempts to adhere to the advertised course schedule will be made.
- Also see *Use of Voice/Recordings/Images/and Evaluation Feedback* below.

Recording

- Electronic recording devices are not permitted at an event without the express written consent of the organiser, prior to the start of the event.
- Mobile phones with a recording capacity are allowed without using the recording function.
- Communicare Inc. may choose to record their events for training purposes.
- Should a participant not agree to the above, they must advise Communicare Inc. in writing to rto@communicare.org.au prior to the event.

Use of Voice/Recordings/Images/and Evaluation Feedback

- In registering for Communicare Inc. events, participants grant permission for Communicare Inc. to take, to have full and free use of video/photographs containing their voice, image or likeness as well as any feedback given to Communicare Inc. via course evaluations.
- It is understood this material may be used for educational or promotional purposes by and for Communicare Inc.
- Should a participant not agree to the above, they must advise Communicare Inc. in writing to cti@communicare.org.au prior to the event.

Access to Learning

- Once registration and payment have been completed for a chosen course or package, email notification will be sent to the participant containing a link to access their training via the secured Training Management System (TMS) <https://cti.elmotalent.com.au/>.
- Purchased courses can be found in on the home page under *To Do List*, or above in the *Learning Tab*.

eLearning

- From the date of enrolment, eLearning will be available to the participant for a six month period.

- Once all sections of the chosen course has been successfully completed by the participant, a completion email will be sent to the participant. This will include a link to access and download the completion certificate.
- Certificates can also be accessed by logging onto the TMS and going to the [Learning Tab](#).
- PsyBA packages that are purchased, Component 1 – Knowledge *must* be completed **5 days** prior to attending Component 2 – skills based workshop.

Workshops (Face to Face /Webinars/Videoconferencing)

- Upon enrolment, for a course which has a workshop component, participants will be required to go into the course and [Sign Up](#).
- Participants are able to choose a workshop date and time which best suits them. Once the participant has successfully selected a workshop, the status of the course will change to [In Progress](#).
- As soon as Communicare Inc. Administration has received notification the participant has attended the full workshop, attendance will be marked on the TMS. A completion email will be sent to the participant, which will include a link to access and download their completion certificate.
- Certificates can also be accessed by logging into the TMS and going to the [Learning Tab](#).
- PsyBA packages that are purchased, Component 2 – skills-based workshop will be manually assigned by Communicare Inc. Administration with 2 days of purchasing the course.
- Special dietary and physical requirements can only be accommodated when requested at the time of enrolment.

Evaluation and Assessment (PsyBA)

- PsyBA packages that are purchased, Component 3 – Evaluation and Assessment will be manually assigned by Communicare Inc. Administration once Component 2 – skills-based workshops has been attended.
- Participants will have up to three months to submit their Video Assessment and Reflection Paper.
- All videos must be submitted in the form requested by Communicare Inc. for the assessor to access for marking.
- Once submitted the Assessor will have up to 4 weeks to complete and submit the result.
- Once marking has been completed the participant will receive an email which will include a link to the mark and feedback from the assessor.
- If *Successful*, a completion email will be sent to the participant which will include a link to access and download their completion certificate.
- Certificates can also be accessed by logging into the TMS and going to the [Learning Tab](#).
- If *unsuccessful*, the participant will be given the opportunity to resubmit (please see the section Assessment Policy).

Terminology

- Shopfront – CTI External Learning Kiosk where customers can purchase products offered from our course catalogue.
<https://communicareshopfront.elmotalent.com.au/>
- Training Management System (TMS) – CTI External Learning Platform where Customers who have purchased products can access their Learning.
<https://cti.elmotalent.com.au/>.