

Terms and Conditions

Short Course and E-learning Training

Communicare Inc. 50548

Registration and Payment

- Payment and registration can be made through Communicare Inc. secure portal via credit card at:
<https://communicareshopfront.elmotalent.com.au/>
- An invoice for EFT bank transfers can be issued through a request to:
cti@communicare.org.au
- When an invoice is requested, registration is required to be completed by the participant through Communicare Inc. external learning kiosk:
<https://communicareshopfront.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.
- 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 cti@communicare.org.au
- Written requests for refund received with the following notice period is:

Prior to course being accessed	100% refund
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- No transfers will be granted from one course to another
- Purchasers can transfer the course to another user through an e-mail to:
cti@communicare.org.au
- The new user will need to create an account via:
<https://communicareshopfront.elmotalent.com.au/>

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 Occupational Safety and Health Act 1984 to, 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: cti@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. cti@communicare.org.au.

Privacy Policy

- Communicare Inc. values the protection of your privacy. A full copy of the Communicare Inc. Privacy Policy can be gained on request to cti@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 can be found here: (https://d2caa4mbt3knem.cloudfront.net/wp-content/uploads/2018/04/ELMO_DataPrivacyProtectionPolicy.pdf)

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 on the home page under *To Do List*, or above in the *Learning Tab*.

E-learning

- From the date of enrolment, e-learning will be available to the participant for a six month period.
- Once all sections of the chosen course have been successfully completed by the participant, a completion email will be sent to the participant via the e-mail address provided when setting up the account. 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*.
- If *unsuccessful*, the participant will be given the opportunity to resubmit.

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/>.

CREATING FUTURES

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