

Registration Details

Name.....

Position.....

Course Ref.....

Course Date/s.....

Organisation.....

Address.....

Phone Fax.....

Email.....

- I authorise International Standards Certification Pty Ltd to release the information to RABQSA International for Certification purpose only. Yes/No
- I authorise International Standards Certification Pty Ltd to release the information to my Employer. Yes/No
- I have read and I accept the terms and conditions of the course registration. Yes/No

Name

Signature

Terms and Conditions

Your responsibility

It is important that you carefully review the course information provided in this brochure before submitting any registrations. When selecting a training program, it is essential that the objectives of the course meet your organisational needs and the training requirements of the individuals involved. Failure to identify these needs could result in inappropriate course selection. To assist you in making the right decision, we recommend you contact International Standards Certifications on (02) 9894 6242 for advice.

Unscheduled training courses

Our courses are so popular that we frequently run unscheduled programs to cater for additional demand. If the schedule is not suitable, please contact Education and Training Services about a more convenient course.

Accommodation arrangements

While we do not arrange hotel accommodation as such, most of our venues offer accommodation or have accommodation near by. When making your booking, please let ISC staff know that you need this facility and we can advise you where you can stay.

Payment of Fees

Course fees are to be paid prior to course commencement. A registration is deemed confirmed upon full receipt of payment. Should a registered participant attend a course without payment prior to the course commencement, course results and certificate will be withheld until full payment is received.

Cheques should be made payable to International Standards Certifications P/L. If you are using EFT, transfer details are as follows:

International Standards Certifications
BSB 032388 Account No 181464

Course cancellations

Should a scheduled course be postponed, ISC will provide all registered participants with no less than 5 working days notice prior to course commencement wherever possible.

Participant Cancellations

Participants wishing to cancel a course registration must provide no less than 10 working days notification prior to course commencement. Any payments made will be fully refunded. Participants providing less than 10 working days cancellation notice will be invoiced for the full amount due. A substitute participant would be welcome at no penalty.

Duplicate Certificates

A participant requiring a reprint of a course certificate may request so in writing stating the circumstances leading to their request. Duplicate certificates for courses conducted less than 6 months prior to course completion will be issued free of charge. Certificates dating further then 6 months from date of completion will incur a \$20.00 Inc GST administration fee.

Authorisation for Release of Information

ISC will make recommendations to RABQSA of those graduates who have met the required competency standards for Provisional grade certification in RABQSA personnel certification scheme. ISC will not disclose the graduate's/candidate's information to a third party, including graduate's/candidate's employer without the written consent of the graduate/candidate. In this regard participants are requested to authorise ISC P/L for release of information by signing the registration form.

Re-assessment

Where a candidate is deemed 'not yet competent' in one or more elements of the course, they are offered additional training and examination that suit the individual needs of the candidate. This process will incur an additional fee

Appeals

An ISC Candidate may appeal against any ISC certification decision. Notification of intent to appeal must be made in writing and received by the Managing Director ISC within seven days of receipt of decision on certification.

The Managing Director will, unless involved directly, try to resolve the appeal in a fair and just manner. If required, RABQSA will be involved for resolution of complaint and appeal.

ISC will notify each complainant or appellant in writing of the result of any complaint or appeal submitted and of the right to appeal against the result to RABQSA.

Complaints

ISC would be grateful to anyone who takes the time and trouble to express a complaint about any aspect of ISC activities. In doing so, you provide us with the opportunity to improve our services. In the event of a complaint, it should be made in writing and addressed to the Managing Director ISC.

Return to:

Please complete the attached Registration form and return to
International Standards Certifications Pty Ltd
Postal: PO Box 149R Round Corner 2158 NSW
Fax to:(02) 9894 6808
Email: info@isc-worldwide.com