

RAPAD Skilling COVID-19 Coronavirus Statement

Here at RAPAD Skilling, the wellbeing of staff and customers is very important to us, at this time extra precautions need to be taken to ensure the safety of all associated with or visiting our place of work.

Due to the current circumstances surrounding COVID-19 Coronavirus, RAPAD Skilling requests that if you are booked into any training now or in the immediate future and you are feeling unwell (**For example Sore throat, cough, fever etc.**) on the proposed training date or prior to, that you inform RAPAD Skilling via telephone before attendance for alternate arrangements to be made.

RAPAD Skilling's refund policy will apply if your enrolment needs to be cancelled, please see below for details of this refund policy: -

"Refunds (Reference – RAPAD Skilling's Student Handbook)

- *If you give notice to cancel your enrolment more than 10 days prior to the commencement of a program you will be entitled to a full refund of fees paid.*
- *If you give notice to cancel your enrolment less than 10 days prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by RAPAD Skilling is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.*
- *If you cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees.*

Where refunds are approved, the refund payment will be paid within 14 days from the receipt of written notice to cancel of enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

If you have purchased a text or training workbooks and subsequently cancel, RAPAD Skilling will not refund monies for the text unless a written request for a refund is received and RAPAD Skilling is satisfied that the text is in as-new condition."

*** Please Note** - Refund percentages will be determined on a case by case basis and will take into account any extenuating circumstances concerning the nonattendance of an individual during this time of uncertainty.

If attending a RAPAD Skilling training program - all students are reminded to protect themselves against infections by practising good hand hygiene and respiratory hygiene.

Here are some tips that everyone can follow whilst at RAPAD Skilling training venues:

- Cover your mouth and nose when coughing and sneezing with a tissue, or cough into your elbow.
- Dispose of the tissue into a bin and then wash your hands afterwards.
- Wash your hands regularly, after using the toilet, and before eating.

***Please Note** - RAPAD Skilling reserves the right to refuse entry to individuals for training sessions that they deem of risk to RAPAD Skilling Staff and other students. Please be considerate of others during these uncertain times, if you are feeling unwell or are displaying flu like symptoms notify us prior to coming, for other arrangements to be made.