

registration payment and refund policy

who should read this policy?

Please ensure that all parties participating in the registration or payment of an Asthma Foundation of WA course reads and understands the registration, payment and refund policy. If you have any queries about anything that appears in the following pages, please don't hesitate to contact the Asthma Foundation of WA.

how to register

To register, students must contact the Training Support Officer (TSO) on admin.training@asthmawa.org.au or 9289 3602 to ensure a place is available and to ask that a place be held.

They then must complete the registration form and return as soon as possible, via:

- email (admin.training@asthmawa.org.au)
- fax (9289 3601)
- post (PO Box 864, West Perth, 6872)

Please note that the form is required to complete registration. Please be aware that the Asthma Foundation of WA reserves the right to cancel the held place if no form is received and students do not reply to requests to forward one. If the student is not notified within 3 working days of receipt of the form, or if he/she has any questions regarding registration, administration or documentation, please contact the TSO.

For further course details regarding the [Asthma Educators Course](#), [Asthma Management Course](#) or [Tailored Asthma Training](#), please contact the Education and Training Manager on etm@asthmawa.org.au or 9289 3649. For details on the [Asthma Seminar for Health Professionals](#), [Asthma Workshop for Health Professionals](#) or [Emergency Asthma Management Course](#), please contact the Education and Training Officer on eto@asthmawa.org.au or 9289 3646.

registration policy

All participants are enrolled non-discriminately. Clients are clearly informed of the registration process and/or assisted to complete registration where required. Course registrations are subject to availability of places based on the maximum number of participants who can be accommodated.

privacy policy

Student and other confidential records are accessible only to Asthma Foundation of WA's staff, and all electronic records are protected by appropriate security.

The primary purpose of collecting the personal information supplied on the registration form is to process the registration and payment. The Asthma Foundation of WA will not disclose student information (e.g., contact details, training and assessment record, etc) to a third party without the student's prior written permission, however if the student has requested on their registration form that the Asthma Foundation of WA discuss payment with the workplace or third party, they accept that the Asthma Foundation of WA will contact the billing contact for that purpose only.

For more details of the Asthma Foundation of WA Privacy Policy, please visit our website www.asthmawa.org.au/legal_notices.php.



professional asthma management training



registration payment and refund policy continued...

how to pay

Clients may pay for by Visa, MasterCard, bank transfer, cheque or money order. If the registration form is being emailed and the client wishes to pay up front by credit card, please do not complete the card details; the Asthma Foundation of WA will contact the student or billing contact to process the payment within 5 working days.

payment policy

Course fees are generally payable in advance and registrations are not confirmed until the registration form has been received and either an invoice has been sent, or payment has been received by, the Asthma Foundation of WA, after which time the refund policy comes into effect.

pre-course confirmation and reading

All students are advised in writing by the Asthma Foundation of WA immediately upon receipt of their registration. If a payment has been made or an invoice requested, the payee will receive a receipt or invoice within 8 working days. Students attending the Asthma Educators Course will receive a Pre-Course Reading Pack, valued at \$50.00, 4-6 weeks prior to the commencement of the course (please see refund policy for information about returning/being invoiced for this Pack in the event of cancellation). For all other courses, students receive pre-course information 2-4 weeks prior to commencement of the course.



waiting lists

Students listed as on the waiting list are given priority according to whose registration is received first. Please note that the Asthma Foundation of WA's training courses are popular and that we appreciate notice of cancellation so that student's on the waiting list may seek leave and funding. Please see the refund policy for information about cancellations.

refund and cancellation policies

This policy comes into effect where a student, workplace or third party has either paid for or been invoiced for a course registration. People who are unable to attend a course are encouraged to transfer their enrolment to a subsequent course to be conducted by the Asthma Foundation of WA. Transferring an enrolment does not attract an additional charge.

In situations where a person wishes to cancel their registration, the Asthma Foundation of WA reserves the right to charge the participant according to the following sliding scales, based on the particular course and amount of notice they provide prior to commencement of the course:

asthma educators course

notice provided	charge	refund
More than 30 days	10% of course fee	90% of course fee
15 - 30 days	30% of course fee	70% of course fee
8 - 14 days	50% of course fee	50% of course fee
7 days or less	60% of course fee	40% of course fee

If the student would like to keep the pre-reading package, or if it has been used, a fee of \$50.00 is payable over and above any charge made for cancellation.

professional asthma management training



registration payment and refund policy continued...

asthma management course

asthma seminar for health professionals

asthma workshop for health professionals

emergency asthma management course

notice provided	charge	refund
More than 14 days	0% of course fee	100% of course fee
8 - 14 days	75% of course fee	25% of course fee
7 days or less	50% of course fee	50% of course fee

The Asthma Foundation of WA reserves the right to provide no refund for withdrawal during the course, but participants will be permitted to complete the course at a later date at no additional cost.

Course cancellations must be conveyed in writing to the Asthma Foundation of WA, outlining the reasons for the cancellation and the preferred method of payment. Refunds will be forwarded to the student or organisation that paid for the registration within 14 days of eligibility being established/agreed.

further information

www.asthmawa.org.au/training.php

asthma educators course

asthma management course

tailored asthma training

education and training manager

etm@asthmawa.org.au

(08) 9289 3649

asthma seminar for health professionals

asthma workshop for health professionals

emergency asthma management course

education and training officer

eto@asthmawa.org.au

(08) 9289 3646

course bookings, dates, costs

training support officer

admin.training@asthmawa.org.au

(08) 9289 3602



Photo courtesy of Community Newspaper Group

The Asthma Foundation of WA is a Registered Training Organisation.



Training Accreditation Council
WESTERN AUSTRALIA