

Training delivery pathways

We provide training to industry and Government through a range of pathways.

Our in-house designed and delivered competency-based training is delivered through our company, Accendo Asia Pacific PL t/as Heightsafe Solutions (HSS).

HSS competency-based training

Payment - Fee for service

Vocational Education and Training (VET) units of competence, accredited courses and qualifications are delivered in partnership with Registered Training Organisations (RTO) as follows.

Allens Training P/L RTO ID 90909

VET Units of competence and skill sets as advertised on our website

Payment - Fee for service

Industrico PL t/as Yallagan Registered Training (YRT) RTO ID 91627

VET Units of competence and skill sets as advertised on our website

Payment - Fee for service and/or;

Government funded VET training qualifications to Certificate III level as advertised from time to time or on our website (subject to Government guidelines and conditions).

Fee free under advertised or other negotiated agreements. These agreements, being subject to Government regulations and guidelines, will have separate arrangements not covered under this policy document.

Fee payments

Heightsafe Solutions maintains a prepaid policy for our competency-based training and other fee for service training delivered in partnership with RTO's as described in this document.

All requested training dates are not confirmed until your payment is received by us.

We can make a tentative booking for your training, however until your payment is confirmed your preferred date(s) may be booked by another party, or we may allocate our trainer or facility to other parties.

We will always do our best to accommodate your preferred dates, subject to payment.

Payment details may be found on our invoice, or, for online training, also on our website.

All payments are received into our accounting system, MYOB.

Cancellation of training booking after you have made payment

Cancellations made by contacting us by phone or email within 72 hours do not incur any fees and the payment may be refunded, or the course may be rescheduled, as agreed according to your request.

Training cancellations made within 72 hours of a confirmed/paid booking may not be refunded, however the course may be rescheduled to a mutually agreed date, or store credit issued toward another course or courses, according to your request.

Exceptional circumstances

We acknowledge that sometimes exceptional circumstances may give cause for training cancellations within the 72 hour window, in these cases we encourage you to contact our Training Coordinator to discuss other options, we are here to work with you.

Please contact our Training Coordinator on 1300 556 732 or email training@heightsafesolutions.com.au.

HSS026_Training Fee Policy V1.2

Authorised for Heightsafe Solutions by: Jon McQuade JP, Director