

Terms & Conditions

Face to Face Delivery

All face to face course enrolments with Rylow Group Pty Ltd are subject to the terms and conditions as specified below.

Participant Handbook

The Participant Handbook is a document specific to Host Safety and Training, that can be accessed via enrolment, Rylow Group Pty Ltd.'s website, or by contacting us on 0438 754 559 or email admin@rylowgroup.com.au. This handbook provides participants with data to explain any queries that may arise when completing course training at Rylow Group Pty Ltd. We would like to highlight that due to ASQA regulations Rylow Group Pty Ltd RTO 40772 Host Safety and Training is required to record all observations conducted by participants to fulfil requirements of authenticity under the VET framework.

Dress Code

Personal Protective Equipment (PPE) is a mandatory requirement for all the courses offered by Rylow Group Pty Ltd . All participants must comply with the minimum dress code set out below:

1. Must wear enclosed shoes (no thongs, sandals or open toe high heels)
2. Must wear long pants/jeans, short/long sleeved shirts (preferably Hi-Vis)
3. No singlets, tank tops, shorts

It is the participant's obligation to acquire their own PPE. Participants should contact Rylow Group Pty Ltd prior to course commencement to confirm the PPE specific requirements.

Late Arrivals

Late arrival impacts the results and learning abilities of all participants. Rylow Group Pty Ltd reserves the right to decline entry to participants who arrive late to a booked course. Commencement times for all courses are conveyed to participants at booking and written within emailed booking confirmations.

Academic Misconduct

Academic misconduct is any attempted action or action that may result in generating an unfair academic advantage for an individual or an unfair academic advantage or disadvantage for any other associate or associates of the academic community. Rylow Group Pty Ltd considers academic misconduct to be a serious violation and will investigate any participant suspected of engaging in any form of misconduct. Some can include:

- Cheating: To act dishonestly or unfairly in order to gain a formal academic training advantage without due acknowledgement.
- Plagiarism: Using someone else's original text without due acknowledgement whether you meant to or not.
- Impersonation: Assuming a student's identity with the intent of providing an advantage for said student.
- Fabrication: The alteration of data, information, or credentials in any formal academic training

- Deception: Providing incorrect information to a trainer regarding formal academic training
- Bribery: Using things such as money to influence the actions of a trainer or another person to give an academic advantage.

Unique Student Identifier (USI)

Please visit <https://www.usi.gov.au/video/create-your-own-usi-student-video> if you do not have a USI.

The USI was introduced on 1 January 2015 and is free and easy to create which stays with you forever. It is made up of ten numbers and letters and is a reference number. All students undertaking nationally recognised training delivered by a registered training organisation will need to have a USI. There are many purposes for the USI system. One purpose is to give students access to their online training record of their nationally recognised training known as a USI Transcript. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

It is a compulsory requirement that all participants at RyLOW Group Pty Ltd have a USI, as a qualification or statement of attainment certificate from Host Safety and Training RTO #40772 cannot be provided without one.

If you do not know if you have a USI please visit www.usi.gov.au.

Payment

RyLOW Group Pty Ltd reserves the right to require a deposit or full payment, upon booking so that the participant's spot can be held. However, payment is usually required before commencement of the course.

Payment can be made via a number of payment options. Cash, direct deposit, EFTPOS or payment plan. RyLOW Group Pty Ltd is partnered with Debit Success to offer payment plan services to students for a few of the courses. Please contact us via phone 0438 754 559 or email admin@rylowgroup.com.au to access this service.

Refund Policy

If the participant is unable to complete the course due to death, a death in the immediate family or a personal injury and relevant documentation is provided to RyLOW Group Pty Ltd then a course credit may be awarded. Refunds will not be granted under these circumstances or any other circumstance.

To receive a refund or course credit from RyLOW Group Pty Ltd, participants must cancel their enrolment and abide by the following notice requirements:

- This is applicable to High Risk courses, (Business/Corporate/Private/Public Bookings): To receive a full refund of fees paid a notice of cancellation must be given no less than five (5) business days prior to the course commencement.
- This is applicable to Non-High-Risk courses: To receive a full refund of fees for all non-high risk scheduled courses a notice of cancellation must be given no less than two (2) business days prior to the course commencement.
- If the participant withdraws or cancels their enrolment after the course commencement date, then there will be no fees or payments refunded.

- A person with the required course pre-requisites can be substituted to complete the course in the event the original participant enrolled cannot complete the course for any unforeseen reasons. Notice of substitution must be provided no less than one (1) business day prior to the course commencement.

Course Cancellations and Postponements by Rylow Group Pty Ltd

If Rylow Group Pty Ltd have had to cancel or postpone a course that was paid in full or deposited, the participants will be refunded all prepaid course fees.

Otherwise, a course credit can be offered to the participant to complete alternative course/s with Rylow Group Pty Ltd (to the same value) or re-enrolment to fulfil the same course at a future date.

WEBSITE AND SOCIAL MEDIA TERMS AND CONDITIONS

About this website

Website Owner: Rylow Group Pty Ltd

Domain name: rylowgroup.com.au (the "website")

Access via: www.rylowgroup.com.au (the "Home page")

About these terms of use

You should read the "terms of use" and the "privacy policy" judiciously prior to using this website. The website's "terms of use" and the associated "privacy policy" govern your access to and use of the website.

Your access/use implies agreement

By using and accessing this website, you are indicating that you agree to be bound by the terms. The website is accessible for your benefit only on the condition that you consent to these terms of use.

Amendments to the Terms

Rylow Group Pty Ltd may update and modify these 'terms of use' at any time. Your continued usage of the website following any modifications to these terms of use will mean you are accepting of those modifications.

Changes to the material

Rylow Group Pty Ltd does not permit the precision, adequacy or unity of information on this website. All data may be altered, updated, removed or supplemented without notice at the sole discretion of Rylow Group Pty Ltd.

Organisation's Privacy Policy

Rylow Group Pty Ltd.'s privacy policy regulates the usage of data accumulated from or delivered by you at the website. A policy statement organised by the Organisation for the intentions of being made accessible to consumers and the general public declaring Organisation's obligation to the Privacy Act 1988 (Cth) (hereinafter the "Privacy Act") for a organisation required to comply is available at www.rylowgroup.com.au

License and Ownership

All icons, custom graphics, and other objects that exist on the website and all related trademarks, are trademarks of Rylow Group Pty Ltd.

No information and data on this website may be adapted, reproduced, uploaded to a third party, linked to, framed, performed in public, transmitted or distributed in any form by any process without the specific consent of Rylow Group Pty Ltd. The copyright for the material on this website is owned or licensed by the Company and is safeguarded under the Copyright Act 1968 (Cth) and by other copyright laws in Australia and additional countries.

Outbound links

The website may enclose links to third-party websites and resources ("linked sites"). These linked sites are delivered exclusively as a convenience to you and not as a commendation by Rylow Group Pty Ltd. The Company makes no representations or warranties involving the accessibility, accuracy, precision, functioning or value of the linked site or any service or application, content software located at any linked site. Rylow Group Pty Ltd may receive payments and/or commissions from operators of linked sites in regard to goods or services supplied by the operator as an outcome of you linking to the third-party website from Organisation's website.

Inbound links

Organisation generally agrees to and encourages your linking to the Home page via a plain text link on your website without the necessity for agreement between yourself and Organisation. However, linking to any other page of the website is strictly prohibited, without express written consent from the Organisation.

Suggestions, feedback, comments or requests

The Company does not encourage you to make suggestions, feedback, comments or requests ("comments") but these comments may be created by means of contact us and if you do make comments, you concede that: they will not be deemed confidential or proprietary, and Rylow Group Pty Ltd is under no obligation to keep such data confidential, and the Company will have an limitless, permanent, world-wide, royalty free right to use, display, copy, publish, convey, distribute and exploit such comments in any manner it wishes.

Jurisdiction

To the completest degree legally recognized by law, the law relevant to the use of this website and to differences arising out of the usage of this website is the act of the State of Queensland.

Disclaimer of Warranties

Rylow Group Pty Ltd makes no statements or warranties about the precision, unity, timeliness or security of the material, services, data or information provided by the website and disclaims all warranties, either express or implied, statutory or otherwise, including but not limited to the implied warranties of merchant-ability, non-infringement of third parties rights, and fitness for a particular purpose.

Limitation of Liability

If Rylow Group Pty Ltd is found accountable for any damages, the Company is responsible for actual damages only. In no event shall Rylow Group Pty Ltd, be liable for any incidental, indirect, exemplary, punitive and/or consequential damages, lost profits, or damages resulting from lost information, data or business interruption resulting from the use of or inability to use the website.

Social Media Rules of Engagement

We welcome and invite our clients, employees, partners, participants and anyone who is interested in RyLOW Group to participate, enquire, discuss, link and connect with us on our Facebook page and any of our other social media platforms. In order to sustain a productive exchange of thoughts, opinions and ideas, we prohibit any commentaries that enclose content that is:

- Defamatory or libellous of an individual, group or organisation (each referred to as a "person" herein);
- Spam: repeatedly posting identical or similar posts
- Aggressive or Passive aggressive behaviour: Obscene, vulgar, offensive, abusive, harassing, threatening or which is otherwise inconsistent with our values, policies, procedures or the law;
- False, misleading or fraudulent, including impersonating any other Person;
- A violation of another's intellectual property rights;
- For the promotion of products, services, other social media pages or other activities for commercial purposes without RyLOW Group Pty Ltd.'s prior written consent;
- Intended or is likely to cause any sort of harm or embarrassment to any Person; or
- Intended or is likely to interfere with any Person's legal rights or with due legal process.

The opinions, beliefs, illustrated results and experiences conveyed in user-submitted commentaries are merely those of the creator and are not formed by or endorsed by RyLOW Group Pty Ltd nor do user-submitted commentaries represent RyLOW Group Pty Ltd or RyLOW Group Pty Ltd.'s views of values. Such content may not be representative or a characteristic of RyLOW Group Pty Ltd.'s views, values, products or services.

RyLOW Group Pty Ltd makes no statements, representations or warranties about the precision or completeness of any data or content appearing on our Facebook page, and you should not rely on it. You are recommended to compose your own independent inquiries concerning the precision of any material provided on any of our social media platforms.

RyLOW Group Pty Ltd in its complete discretion reserves the right to remove any posts without notice, including where the post is considered obscene, abusive, vulgar, harassing, offensive, irrelevant, hurtful, spam, misleading, or is otherwise prohibited content.

While we make judicious efforts to monitor and/or moderate material posted on our social media platforms (including our Facebook page), and to read, articulate and respond to as many commentaries as possible, please recognise at times this may not always be possible.

If your enquiry is urgent or if you would like to discuss a matter further, please email admin@rylowgroup.com.au or call 0438 754 559 for assistance.

RyLOW Group Pty Ltd will not under any circumstances be accountable or liable in respect of any comments, acts or omissions of any Person or for any inaccuracy of any content posted on our Facebook page.