

Registration

By signing an Enrolment or Registration Form with Adviserlink, you have authorised Adviserlink to collect, use and disclose personal information about yourself in accordance with this statement and the Privacy Act 1993. You have also authorised any agency holding the source of information you have provided on this form to release that information to Adviserlink on request.

Multiple registration discount

(classroom option only)

When 3 or more staff from the same company attend the same workshop/classroom delivered course, on the same date at the same location, a 10% discount applies off each registration. This discount does not apply to the distance learning option.

Closing dates

(classroom option only)

The closing date for each classroom course is four weeks prior to the course start date, or on any other date specified by Adviserlink, unless the course is full. This provides time for pre-course material distribution and for Adviserlink Learning to assess whether registrations are viable for the course to proceed.

Please note: Any dollar amount shown includes GST

Late registrations

(classroom option only)

\$50 fee applies

A registration may be accepted after the closing date, at the discretion of Adviserlink Ltd. Pre-course materials will be couriered to late registrants provided the registration is received no later than three working days prior to the course start date. Pre-course materials will not be couriered for registrations received later than three days prior to the course start date, but will be provided to the registrant at the beginning of the course.

Cancellations and withdrawals

Classroom option:

1. Before course closing date – \$25 administration fee.
2. Between closing date and 8 days prior to the course start date, a cancellation fee of \$250 applies.
3. Within last 8 days and up to the end of the first two days of the course start date 50% of total fees paid will be refunded.
4. After more than two days of the course there will be no refund.
5. Cancellations must be provided in writing by fax or email.

There is no refund for "No Shows".

Withdrawals for bereavement or medical reasons are entitled to a full refund, provided evidence of the circumstance is given in writing (eg. a doctor's certificate). For a transfer due to bereavement or medical reasons, no transfer fee is charged provided evidence is supplied in writing.

Distance learning option:

1. Within 5 working days of receipt and acknowledgement of your registration, and prior to dispatch of course material there will be a refund of the course cost less a \$25 administration fee.
2. Once the course material is dispatched - there is no refund.

Extensions for assignments or postponement of exams in special circumstances (i.e. bereavement or medical reasons) are available provided evidence of the circumstance is supplied in writing (e.g. a doctor's certificate).

Transfers

(classroom option only)

If applicants are unable to attend a course, one transfer (at no cost) to the same course or a different course is available within 12 months:

1. Before the closing date of a course, no extra fee will apply.
2. After the closing date of a course, the cancellation conditions apply.
3. If transferring to the same course or a different course and where the applicant has already transferred once there will be an additional \$250 (incl GST) transfer fee (this applies to classroom and distance learning transfers).

Substitutes

(classroom option only)

A substitute attendee may be arranged for any applicant who is unable to attend a scheduled course. A new registration form must be completed and provided and materials must be transferred.

There is no additional charge for this.

Cancellation of programme by Adviserlink

Adviserlink Ltd reserves the right to cancel or postpone a course up to the closing date (usually for insufficient numbers).

If a course is cancelled, intending participants may transfer without charge to another Adviserlink Learning course, or receive a full refund of fees paid.

Late submissions and extensions

(Assessment material)

You need to apply for an extension **before** the applicable deadline in order to avoid paying again for re-enrolment.

A limit of one extension per course, per person, applies for a fee of **\$25** for each application. Under certain extenuating circumstances a second extension may be granted on a case-by-case basis.

Late submissions **within 7 days** of due date - will incur a 10% penalty on the recorded assessment result. Late submission **after 7 days** of due date, will incur a 10% penalty on the recorded assessment result **and** a \$25 late submission fee (per submission).

Submission of assessment material **after 4 weeks** of workshop due date, or close of distance learning semester, will result in course re-enrolment being required, with appropriate fee. Extenuating circumstances will be dealt with on a case-by-case basis.

Payment

Payment will be accepted by credit card (Visa/ Mastercard), cheque or direct credit Please make cheques payable to Adviserlink Ltd.

General

Use of the website and material is subject to Adviserlink's rules, regulations, by-laws and policies including those which are outlined in the most current Student Handbook. This is available as a downloadable / printable PDF from this website.

Use of personal information

You are advised that information sought on Registration or Enrolment Forms, associated documents, and collected from you during your period of study or training with Adviserlink, is required to enable Adviserlink to comply with its purposes and functions under the Education Act 1989.

Without affecting the generality of the above statement, the information will be held by Adviserlink and used in the following ways:

- your enrolment with Adviserlink
- establishing and maintaining your records
- providing training advice and support
- providing you with information on Adviserlink courses and programmes

Adviserlink may also be required to provide some personal information (typically your name, current address, date of birth, gender, residential status, and training or education details) to some other agencies. For example:

- NZQA - New Zealand Qualifications Authority
- Professional bodies

Information about particular students may be supplied to the following agencies in the circumstances detailed below:

- other education and training providers
- where the student concerned is enrolled in a course or programme offered by any other provider in association with Adviserlink
- where the student concerned is transferring his or her records to any other provider or professional association
- where the student concerned is enrolled in a course leading to a qualification or RPL awarded by another body or institution
- An Employer – where a student has enrolled or registered for a course or programme with Adviserlink under a contract Adviserlink has with the employer whereby the employer pays or has agreed to pay the student's fees.

Note:

- Adviserlink undertakes to collect, use and disclose personal information consistent with its purpose
- Students have the right to access and request corrections to personal information held about them by Adviserlink

Complaints and Appeals

Complaints regarding Adviserlink courses or appeals regarding assessment results should be directed to the Adviserlink Ltd Team by phone (04 4711975), fax (04 471 1016) or e-mail (training@adviserlink.co.nz) in the first instance. If this does not provide a satisfactory outcome, the complaint or appeal must be referred to the CEO. If students are dissatisfied with Adviserlink's internal complaints process, they may then contact the nearest office of the New Zealand Qualifications Authority, PO Box 160, Wellington. Ph 04 802 3000, Fax 04 802 3112 or 0800QAHelp (0800 724 357).

Note

These Terms and Conditions apply as from 17 February 2009 and may be altered or amended at any time at the discretion of Adviserlink Ltd.

Contact Adviserlink

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