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## Terms and Conditions: Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) Masterclass Workshops

The following terms and conditions apply to *Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) Masterclass Workshops* that are delivered by Di-Monty Pty Ltd, trading as Limestone Coast Solutions. Limestone Coast Solutions is a Department for Education approved provider for the delivery of RRHAN-EC training.

RRHAN-EC Masterclass Workshops shall be delivered under the following terms and conditions (unless otherwise specified in writing by Limestone Coast Solutions):

### Registration & Booking

- 1.1 Participants must register online through the Department for Education portal 'PLINK' in order to take part in any Limestone Coast Solutions delivered RRHAN-EC Masterclass Workshop.
- 1.2 Participants must complete the 2-hour Fundamentals prior to registering for a Masterclass.
- 1.3 Places in a Masterclass cannot be held for participants – it is a first come, first served basis for all registrations.
- 1.4 In order to maintain fairness and ensure availability for all participants, we highly discourage any attempts to register for multiple Masterclass sessions, or for sessions across multiple providers (otherwise known as 'multi-booking').
  - 1.4.1 Participants who have multi-booked where payment has not been received within 48 hours of booking (or within 24 hours of session date, whichever comes first) will be contacted by Limestone Coast Solutions to confirm registration and payment. Where contact cannot be made within a reasonable time frame, the registration will be cancelled.
  - 1.4.2 In the event of a paid multi-booking where the participant does not attend the session, cancellation and refund terms stated in sections 6 and 7 shall apply.

### Cost

- 2.1 The cost of the training is listed on all PLINK sessions. The cost has been approved by the Department for Education and cannot be altered or discounted.

### Terms of Payment

- 3.1 All fees are due within 48 hours of registering for a RRHAN-EC Masterclass. Payment shall be made by, or on behalf of, the participant via credit/debit card or via direct deposit.

- 3.2 If you require an invoice for your session place, please contact Limestone Coast Solutions on 08 8723 6337 or email [hello@lcsolutions.com.au](mailto:hello@lcsolutions.com.au) within 48 hours of registration. All invoice requests must be confirmed in writing.
- 3.3 If payment is not received within 48 hours of registration, Limestone Coast Solutions will attempt to contact the participant regarding payment. Where contact cannot be made within a reasonable time frame, the registration will be cancelled. Participants may appeal to be re-registered for a session they have been cancelled from at the discretion of Limestone Coast Solutions.
- 3.4 Limestone Coast Solutions reserves the right to cancel bookings if payment or evidence of payment has not been received prior to the training date.

## **Session Delivery**

- 4.1 Delivery of RRHAN-EC Masterclass Workshops will take place online via Zoom, in-person at our training facility at 110a Penola Road, Mount Gambier, or in-person at another specified location. The delivery method will be specified in each individual PLINK session.

### ***For in-person workshops***

- 4.2 Participants will be instructed prior to the Masterclass Workshop if they will be supplied with course materials, or if they will be required to download & print the course materials from PLINK to bring with them to the workshop.

### ***For online Zoom workshops***

- 4.3 Participants are responsible for establishing a safe learning environment at their location, obtaining an internet connection and Zoom software, and using a device with functioning web-camera, microphone and speakers to connect to the RRHAN-EC Masterclass Workshop (laptop, computer, tablet, etc.)
- 4.4 The participant must use a device that allows them to fully participate in the training – this means being able to see and hear the training facilitator, and the facilitator being able to see and hear the participant. If the participant does not have a suitable device, they must be able to access one from another source, e.g. school/employer.
- 4.5 If the participant cannot obtain a suitable device, they will not be able to participate in the RRHAN-EC Masterclass Workshop, and their booking will be subject to Limestone Coast Solutions's cancellation terms.
- 4.6 It is the responsibility of the participant to test and ensure their equipment is working prior to the commencement of the training.
- 4.7 Participants will receive access to training materials via the PLINK confirmation email.
- 4.8 Limestone Coast Solutions may change the date or time of training. Participants will be provided with notice of any changes to the Masterclass Workshop.

## Participation

- 5.1 During the RRHAN-EC Masterclass Workshop, participants are expected to focus on the course and the course material. Engaging in other activities such as playing on a device, work, child-care, driving, cooking, etc. during training is not acceptable and may be deemed as not participating in the course. Any exceptional circumstances to the above must be discussed with the facilitator prior to the activity and is subject to the facilitator's approval.
- 5.2 Due to the importance of the RRHAN-EC Masterclass Workshop content and the established delivery schedule, participants will not be admitted to the session if they are more than 15 minutes late to the session start time. Late attendances will be considered an absence and/or cancellation.
- 5.3 Participants who choose to leave the training early, or leave for a period of time outside of the permitted breaks, without permission of the facilitator or communication with Limestone Coast Solutions will be deemed as having not completed the course.
- 5.4 Participants are required to notify Limestone Coast Solutions by phoning 08 8723 6337 or emailing [hello@lcsolutions.com.au](mailto:hello@lcsolutions.com.au) if they are running late to the session, or are having technical difficulties or problems connecting to the session.
- 5.5 Participants who drop out of online Zoom sessions due to connectivity issues will be contacted by Limestone Coast Solutions during the next available break or at the end of the session. Participants will be offered to transfer their booking to a future session date with Limestone Coast Solutions at no extra cost.
  - 5.5.1 If participants register for a session with another provider instead of rebooking with Limestone Coast Solutions, they may forgo their entitlement to a refund of the registration cost.
- 5.6 The facilitator reserves the right to expel participants from training if the facilitator deems the participant's behaviour to be inappropriate, disruptive or unacceptable.

## Cancellation by the Participant

- 6.1 The participant is entitled to request a cancellation or change to their booking at any time before their scheduled RRHAN-EC Masterclass Workshop, through written or verbal notice.
- 6.2 If the participant requests to reschedule their booking to another Limestone Coast Solutions Masterclass Workshop date, they will be manually transferred to the new booking date at no extra cost.
- 6.3 If the participant cancels their booking prior to 24 hours of the RRHAN-EC Masterclass Workshop date, they are entitled to a full refund. If a participant cancels their booking less than 24 hours before the Masterclass Workshop date, the participant may be entitled to a partial refund of the cost. The refund terms are at the discretion of Limestone Coast Solutions.
- 6.4 If the participant fails to attend a RRHAN-EC Masterclass Workshop without notifying Limestone Coast Solutions prior to the training date, Limestone Coast Solutions will attempt to contact the participant on the day of the session. If the participant does not respond to contact attempts within 24 hours, the participant will forgo their entitlement to a refund.
  - 6.4.1 Participants who are absent for their initial booking may request a transfer to the next available session date offered by Limestone Coast Solutions. This request must be made within 24 hours of the initial session's conclusion.

- 6.5 If the participant fails to attend a RRHAN-EC Masterclass Workshop without notifying Limestone Coast Solutions, and instead attends or rebooks with another provider, they will forgo their entitlement to a refund.

## **Cancellation by Limestone Coast Solutions**

- 7.1 Limestone Coast Solutions may be required to cancel workshops due to facilitator illness, technical issues, or other circumstances beyond the business's control. Limestone Coast Solutions is also entitled to cancel RRHAN-EC Masterclass Workshops if insufficient registration cannot guarantee economically feasible training.
- 7.2 In the event of a training workshop cancellation, Limestone Coast Solutions will contact all participants registered for the workshop in question and endeavour to transfer bookings to a mutually agreeable date. If a mutually agreeable date cannot be decided, then participants shall receive a full refund.
- 7.3 Limestone Coast Solutions reserves the right to cancel individual bookings if payment has not been received within 48 hours of registration, or if a request for an invoice has not been made within that time.

## **Certificates**

- 8.1 Certificates of completion of the RRHAN-EC Masterclass Workshop are awarded only if the facilitator deems the participant has met the course requirements, and if payment or evidence of payment for the training has been received by Limestone Coast Solutions.
- 8.2 Certificates will be issued via an email link within 24 hours of the workshop's conclusion, and will be available to download from the PLINK portal. Any delay in payment for the session will delay the issuing of certificates.

## **Feedback & Issues**

- 9.1. Feedback on Limestone Coast Solutions' RRHAN-EC Masterclass sessions is encouraged.
- 9.2 At the conclusion of a RRHAN-EC Masterclass, participants will be sent a conclusion email that includes a feedback form. Participants are welcome to complete this form, which will then be recorded anonymously through PLINK.
- 9.3 Participants who wish to deliver feedback directly to the facilitator can do so at the conclusion of the RRHAN-EC Masterclass. Alternatively - where permitted - participants who wish to give feedback privately on the session or its contents may do so via phonecall, text, or email to the facilitator.
- 9.4 If participants have any issues with the session, its contents, or anything else involved with the program or Limestone Coast Solutions overall, we encourage discussion of this either directly with the facilitator or Limestone Coast Solutions team.
  - 9.4.1 Participants may instead contact PLINK/RRHAN-EC support if they wish to discuss matters regarding the training outside of Limestone Coast Solutions.
  - 9.4.2 Any urgent or actionable questions or issues should not be listed on the RRHAN-EC feedback form; participants are kept anonymous through the feedback forms, and the team at Limestone Coast Solutions cannot respond to questions or know who they have come from if participants choose to use this channel.

## **Reporting & Further Information**

- 10.1 Limestone Coast Solutions is approved by the Department for Education to deliver and facilitate the RRHAN-EC Masterclass training. The program and its materials are to be delivered in accordance with Department for Education guidelines only, and the session contents cannot be altered or removed.
- 10.2 Limestone Coast Solutions are training providers and facilitators only; reports or suspicions of child harm, abuse or neglect cannot be made through the organisation, and must be made to the Child Abuse Report Line (CARL) or, in urgent circumstances which present immediate danger, to the South Australian Police (SAPOL). Any attempts at reporting such instances to Limestone Coast Solutions will be redirected to official channels.
- 10.3 Further information, resources and contacts can be found at the back of the RRHAN-EC Masterclass participant workbook, or on the Department for Education and Department for Child Protection websites.