



## Terms and Conditions

PRRS has a zero tolerance for discrimination, racism, bullying and harassment. We support understanding, acceptance, and connection with all learners, and have an expectation that learners assume a collective responsibility for an inclusive and safe learning environment.

Our training sessions are scenario based and involve teamwork. You will be required to demonstrate to our tutors that you are physically able to perform CPR and/or practical first aid techniques in a simulated emergency. If you have any impairments or learning difficulties which you feel may impact your ability to take part in the training session, please contact us to discuss this prior to the commencement date of your training session. For learners participating in a training session with NZRC CORE assessment, NZQA unit standard assessment or Fellowship assessment, you must have the ability to perform CPR on the floor long enough for the tutor to assess competency.

### **Registration Confirmation:**

Once payment has been received, or your order is approved by management, you will receive a registration confirmation email containing all necessary information for your upcoming training session including any pre reading material or online learning links. Due to restrictions with PDF acceptance for some email providers, registration confirmation emails may be misdirected to your spam folder.

### **English Language Requirement:**

PRRS Ltd training sessions and all assessments are conducted in English. You will be required to pass written, verbal, and practical assessments or skill stations in English to receive your certificate and/or the relevant unit standards. In some circumstances it may be appropriate for a learner to bring a support person to assist their learning.

### **Attendance Requirements:**

Each training session requires a minimum of 6 to run with the expectation that those who register do attend. Nonattendance may result in being charged for the course. Training sessions must start on time. We advise arriving to your training session 15 minutes prior to start time to register and settle in. Any learners that arrive more than 10 minutes late may be refused entry. No refunds will be provided to learners who arrive late however, you may reschedule to the next available training session. You must attend the entire training session to meet requirements for certification. Please do not schedule appointments during training session hours.

Should the course not meet the minimum number of participants to run, you will have the option of transferring your registration to the next available course or a refund.

### **Smoking, Alcohol & Drugs:**

PRRS Ltd has a smoke/vape-free learning environment policy.

We reserve the right to refuse to teach a learner if the tutor suspects that you have consumed or are under the influence of alcohol or drugs during training session hours.



### **Cancellation/ Refund Policy:**

The following administration fee may apply to cancellations (at the discretion of management):

- Cancellation received 10 working days or more before the training session - no charge
- Cancellation received 10 to 2 working days before the training session – 25% of the training session fee
- Cancellation received 1 working day or less before the training session - 50% of the training session fee
- Cancellation not received before the training session – total training session fee applies

Substitute attendees or training session transfer is welcome without additional charge up to 24 hours before training session start. Training session transfers within 24 hours of training session start may incur an admin fee. Please contact us as soon as practically possible if you need to transfer your training session or substitute an attendee.

In the event of special or unforeseen circumstances, the cancellation fees may be waived.

Due to circumstances out of our control it is sometimes necessary to cancel courses. PRS Ltd reserves the right to cancel training sessions if necessary. Every effort will be made to give learners as much notice as possible. PRS Ltd will not be responsible for any costs incurred due to training session cancellation. To request a refund or credit, learners or the client organisation must contact the director and state the reason why the refund or credit should be made. Refunds will only be made to the person or organisation that made the original payment.

### **Certification:**

Certificates will not be issued until invoice has been settled. Due to restrictions with PDF acceptance for some email providers, emails containing certificates may be misdirected to your spam folder.