

Online Training Terms & Conditions

(Domestic Customers)

Course Enrolment

1. Course enrolment closes twenty five (25) business days prior to the advertised commencement date of the training course.
2. Course enrolment is complete when the participant has paid for the training course and the payment has been received by Campbell Scientific Australia (CSA) in full.
3. Once enrolment is complete, the participant will be issued an email with the Zoom log-in / access details.
4. Log-in / access details cannot be shared. In the case that a participant shares these details with others, it may lead to the cancelation of the enrolment.

Course Materials and Access

1. The content of the online training presentation, including copyright and all other such intellectual property rights contained therein, remain the property of CSA. You may not reproduce any part of the online course materials without the prior written consent of Campbell Scientific;
2. The course material will be supplied to you electronically in the week prior to your training course.
3. Course materials and course content are subject to change at any time, without notice;
4. Online training is provided via Zoom. Zoom may occasionally be unavailable during scheduled maintenance. In the event that Zoom becomes unavailable, online training will be provided by an alternate delivery method;
5. Prior to beginning the training course, the participant will need to ensure that their Zoom account name is the same as the name used on the Training registration form. Failing to do so may lead to the participant not being released from the Waiting Room in Zoom on the day of the training.
6. Please refer to the How to access and log in to Zoom instructions attached to the registration email;
7. Training courses will begin at 8:45am (AEST) and will typically finish between 3:30pm and 5:00pm (AEST). The CSA trainer(s) will be available until 5:00pm (AEST) for questions. Note all times are for Queensland.
8. CSA trainers will let registered participants into the training from the Zoom waiting room from 8:30am (AEST);
9. Participants are expected to have set up the training equipment, ready to enter the training at 8:30am (AEST). See clause 6. in "Training Kit" below.

Training kit (when applicable)

Participants will be offered a training kit for the purpose of completing CSA training courses. In doing so, participants must complete a Training Kit Borrowing Agreement.

1. CSA retains ownership of the loaned training kit.
2. If for any reason (including but not limited to transit delays beyond the control of CSA) the training kit does not arrive on time for the course, CSA will commit to replacing it at the earliest opportunity and make best endeavours to make temporary materials accessible, as required, to continue the learning program.
3. Course fee refunds will not be granted for transit-related delays beyond the control of CSA.
4. The training kit will be shipped to you nineteen (19) business days prior to the commencement of the training course, provided the course fees payment and the signed Training Kit Borrowing Agreement have been received by CSA
5. Any problem, vandalism, damage, loss or theft of the training kit or part of the training kit must be reported immediately to CSA.
6. Participants are required to follow the video tutorial sent with the Zoom log in details, to ensure they are able to set up the equipment to participate in the course.
7. Participants must notify CSA of any issues with setting up the equipment at least fifteen (15) business days prior to the training commencement date, to allow time for troubleshooting and / or sending new equipment in time for the training course starting.
8. If found that issues participants experience with products have been caused by not following the instructional video, the participant will be responsible for the cost of freight of the new product and any repairs required.
9. On the last day of the training course CSA will email a mailing label to the participant. This label must be placed on the training kit box so that the participant can return the products to CSA.
10. The training kit will be picked up the business day following the conclusion of the training course.
11. It is expected that participants will have the training kit packed in the same box and packaging that it arrived in and it will be available for the courier to pick up on the date outlined in the training confirmation email.
12. If the courier is unable to pick up the delivery at the time of booking, CSA will re-book the courier for the following business day and additional freight charges will apply.
13. We will continue to book a courier to collect the equipment for five (5) consecutive business days until the equipment has been picked up.
14. If the equipment is still unavailable for pick up after these five (5) business days, the participant will be charged the retail price of the training kit by CSA along with the additional freight charges.
15. It is expected that all products within the training kit will be returned in the same condition that the participant received them.
16. Inspection and bench testing of the returned training kit is included in the course fee. Any further work required due to misuse or damage to the training equipment will be charged to the participant.
17. An invoice will be sent to the participant for the repair (if deemed to be feasible) or replacement if beyond economical repair.
18. Repairs on damaged training equipment will be charged at CSA's retail rate at the time of the training course commencement.

Course Payments, Withdrawals, Transfer and Refunds

Campbell Scientific courses comply with Australian Consumer Law in regard to refunds. We are not required to provide a refund if you change your mind about the course that you chose to enrol in.

Course Payments

1. All fees must be paid in full and received by CSA twenty (20) clear business days prior to the commencement of the course by either:
 - a. VISA or Mastercard. Payments made by credit cards incur a 1.5% fee on total training course amount after GST.
 - b. Invoice (for credit approved clients)
 - i. No 30 day accounts
 - ii. The due date on the invoice will be in accordance with 1. above.
2. Failure to ensure CSA receives your payment by this date, means participants' enrolment into the training course will not be complete and the participant will not be able to participate in the training course.

Course Withdrawals

1. Participants may withdraw from their training course for a full refund, provided they cancel their enrolment twenty (20) business days prior to the commencement date of the training course.
2. Any withdrawals after the cut-off date will not be eligible for a refund.

Transfer Policy

1. Course fees can be transferred to another participant provided:
 - a. The transfer occurs at least twenty (20) clear business days from the start date of the training course;
 - b. The new participant is from within the same organisation and department as the enrolled participant and;
 - c. The training kit has not yet been shipped (CSA will advise when training kit has been shipped).

Confidentiality and Privacy Policy

We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

1. to the extent specifically required by law; or
2. for the purposes of this agreement (including disclosing information in connection with any query or claim)
3. information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

Campbell Scientific Australia Code of Practice

CSA has responsibilities to participants to provide a quality of service. We undertake to abide by all our policies and procedures.

CSA agrees to:

1. Honour all of the Terms and Conditions set out for online training.
2. Provide a tax invoice;
3. Provide the Training Kit Borrowing Agreement to participants in a timely manner allowing for paperwork to be finalised in accordance with the timeline set out in the Training Kit clauses listed above
4. Provide login details to access the online course via Zoom and the video tutorials.
5. Send the training kit with enough time to allow the participant to set up and test the equipment in accordance with the Training Kit clauses listed above.
6. Provide unlimited tutor support via Zoom chat throughout the hours of the training course;

Participant Obligations

Participants of CSA training courses are required to:

1. Ensure that all the information provided to CSA is accurate;
2. Notify CSA of any contact changes (email, telephone, address etc.);
3. Advise CSA of any difficulties or problems they may experience with CSA staff, procedures, set up or training;
4. Provide the signed Training Kit Borrowing Agreement to CSA in a timely manner allowing for training kit to be shipped in accordance with the timeline set out in the Training Kit clauses listed above
5. In your interaction with CSA staff, learning consultants and tutor support (including, but not limited to telephone calls, emails and zoom interactions) you agree to conduct yourself politely and respectfully at all times.
6. As a training participant of CSA, you agree that you shall not, under any circumstances, use abusive language or harass staff. Campbell Scientific Australia reserves the right to determine, at its sole discretion, what constitutes abusive language and harassment, and where that has occurred; and may, partially or completely, deny service to any infringing party.

Changes to our training policy

We review the above training cancellation policy regularly and will update it from time to time.

How to contact us

Please contact us if you have any questions about this policy:

Email: info@campbellsci.com.au

Phone: +61 (0)7 4401 7700