

Training Terms and Conditions

Purpose

Children First Training (CFT) offers a range of training and Professional Development workshops, courses and events for both staff and fee-paying members of the wider community. These Terms and Conditions outline the processes and procedures that we use to support online registrations.

Online Registrations

1. Individual registrations for our workshops, courses and events must be made online through our website www.childrenFirsttraining.edu.au. For bulk registrations, or if you are unable to self-register please contact us by email: training@childrenFirsttraining.edu.au, or call us on (02) 8603 4400.
2. Payment must be made at time of registration through our secure payment gateway. We accept VISA and MASTERCARD, and all payments are processed in AUD. All mandatory fields (indicated by an *) must be completed in order for the registration to proceed. Incomplete registrations will not be processed. If you are unable to register via credit card, please contact us by email training@childrenFirsttraining.edu.au, or call us on (02) 8603 4400 to discuss alternate payment options.
3. Once your registration has been processed you will receive an email confirmation. If you have not received a notification email with 48 hours of registration, please email us via training@childrenFirsttraining.edu.au
4. Bulk registrations will be held as tentative until full payment, via direct deposit and/or credit card, has been processed and a receipt issued via email. Direct bank payments should be transferred to our account:

Account Name: Growing Potential Ltd. **BSB:** 062 000 **Account Number:** 16865435

5. Registrations are per person. Each person attending, viewing, participating and/or watching any of our events must have a unique registration. Only registered ticket holders will be accepted into the training session. Where more than one person per registration is accessing our content additional fees will apply.
6. For on-line sessions, please use the unique link provide in the confirmation email to enter the session. The Host will confirm your registration once you have been admitted to the session. On-line access may be terminated during the session if unauthorised persons are viewing the session. In these instances, no refunds will be issued.

7. For face-to-face sessions please bring a copy of your ticket with the QR code- either on your phone or a printed copy. This will be required when you sign in through the Attendance Register.

Recordings, photography and videos

1. From time-to-time Children First Training may record online events, take photos during face-to-face events and/or film videos for the purpose of promotions, marketing and content development. If you do NOT want to be included in these videos/photographs, please let the Children First representative in attendance know prior to the commencement of the session.
2. For copyright reasons, video and/or voice recording of any Children First training session are NOT permitted under circumstances. Still photography is permitted.

Cancellations and Refunds

1. For details on our Cancellation and Refund Policy, please refer to our Policy [CFT-Cancellation-and-Refund-Policy.pdf \(childrenFirsttraining.edu.au\)](#)

Participation

1. For our online live sessions, you will need a secure internet connection and access to a device with camera and audio.
2. To maximise the engagement and enhance the experience of our online sessions, it is expected that all participants will have their camera turned on and microphone unmuted. In situations where background noise is intrusive to your colleagues and the facilitator, you can switch your microphone to the mute setting.
3. While participating in a Children First training event, you are required to be respectful to both the Facilitator and your fellow participants. If inappropriate behaviour is reported to any Children First Staff Member, then the parties involved will be asked to leave and/or access terminated from the session.

VIP Club

1. Upon registration into any of our workshops, courses and/or events, your contact details will be added to our free VIP Club. Participants in our VIP Club receive priority access to our most popular events (we'd hate you to miss out), special offers and access to resources.
2. You can opt out of our VIP Club at any time, via the 'Unsubscribe' link in each of our updates.

Agreement

1. If you proceed to register for one of our events, it will be deemed that you have read, understood and agreed to our Training Terms and Conditions. For bulk registrations, the Administrator/Manager will accept these Terms and Conditions on behalf of their team.