

YOUR BOOKING INFORMATION



Please read your booking terms and conditions carefully. We welcome any questions regarding your booking

PRE-ENROLMENT APPLICATION PACK

- To finalise your enrolment participants are **required** to complete the course specific pre enrolment pack consisting of
 - Enrolment Form
 - Training Needs Analysis
 - Language Literacy and Numerary evaluation

The TNA and LLN are tools we use to ensure participant's learning needs are considered and addressed prior to the commencement of training

Please note bookings are not confirmed until the pre enrolment application pack is submitted and processed by our Administration team.

ONLINE TRAINING DELIVERY

If you/your staff member are/is enrolled into training with a prerequisite of an online component and the online component is not completed prior to the practical training; practical training will not be able to proceed, and cancellation fees will apply. Any prerequisites must be completed prior to the practical training day. Cancellation fees unfortunately will not be waived due to failure to complete prerequisite training in full.

ENROLMENT PROCESS

Identify available/preferred training date



Receive Pre Enrolment Pack from ADI



Participants must complete Pre Enrolment Pack prior to booking being confirmed. Return completed enrolment pack to ADI



Enrolment accepted or further consultation conducted between ADI and participant/stakeholders.



Training confirmation issued confirming enrolment

UNIQUE STUDENT IDENTIFIER

It is a requirement for all accredited training that each student has a USI number. ALL students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI). It is free and easy for students to create their own USI's online To apply for your USI (employers can do this on behalf of their employees), please visit: www.usi.gov.au



GOOGLE REVIEW

Enjoyed your training experience? We want to hear from you, and we are confident future clients would too. Leave a Google review today.
<https://g.page/r/CYw6XEL7d5VAEAg/review>



SOCIAL MEDIA

Like and follow us on Facebook and Instagram to keep up to date with the latest news from ADI.
@australiandrivinginstitute



EMAIL COMMUNICATION

By receiving these Terms & Conditions, you will be added to our Mailing list, where from time to time, you will receive emails from The Australian Driving Institute. These emails will consist of Safety Tips, updates, and upcoming courses.

Please notify us by email clientmgr@austdrive.com, if you do not want to receive these emails, alternatively, you can 'unsubscribe' from these emails at anytime.



SUPPORT

Please contact ADI if you require any assistance before your scheduled training date.

TRAINING VEHICLE:

- If ADI are supplying the vehicle for your training, you may be allocated a manual vehicle. If you are unable to operate a manual and this has not yet been reported to ADI, please contact your representative urgently before training.
- If you are providing a vehicle for your scheduled training please ensure the vehicle is **roadworthy** and free of loose items. Any loose items should be secured or removed from a vehicle when driving a vehicle at any time. Your Instructor may ask you to remove loose items before your training commences. To avoid a delayed start please ensure your vehicle is ready and fueled before training commences.
- You will also be required to clean and sanitise your vehicle according to the attached checklist prior to your practical training.

TRAILER HIRE:

- If you are required to undertake your chosen program with a Trailer in Tow and ADI are supplying the Trailer. 100% cancellation fees will be applicable if this is no longer required. (This is applicable for cancellations, date changes and change of mind.)
- If you are supplying the Trailer, please ensure this is roadworthy, registered & is equipped with the correct operating goods. E.g., Shackles, Electric light fixtures.

COURSE PAYMENT:

Course Payment (For clients without an approved ADI account):

- Payment is required upfront to secure your booking
- If payment is not received upfront and you approach the 7-day cancellation period the booking may be removed (this will be communicated to you)
- If a booking is required within 7 days of the identified training day, payment is strictly required at the time of booking

Course Cancellation Policy:

Outside 7 Business days – No charge to client

Inside 7 Business days – 50% of the total course investment

Inside 3 Business days – 100% of the total course investment to be charged
Should any travel have been booked, any fee that ADI occurs for cancellation is to be charged on to the Client

Refund Policy for prepaid programs:

Outside 7 Business days – Refund to the client

Inside 7 Business days – 50% of the total course investment to be refunded

Inside 3 Business days – 0% of the total course investment to be refunded
Should any travel have been booked, any fee that ADI occurs for cancellation will be charged on to the Client

Certificate Re-Issue:

Please contact our administration team who would be happy to assist with requests for Attendance certificate(s) to be reprinted following the first certificate issue post training (where applicable).

- *Please note that fees for reprinting may be applicable.