

## Procurement Services SA Course Terms and Conditions

Access to the Procurement Services SA Capability Development Portal is for South Australian Public Sector Employees only.

While Procurement Services SA endeavors to deliver all courses on their advertised dates, it reserves the right to postpone or cancel them. In such circumstances, all registrants will be given the option either to transfer to the next available course or to receive a refund.

If a participant is unable to attend or complete a course in the required timeframes, please contact the Procurement Services SA Policy and Capability Development team via email, [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au) as soon as possible to discuss the available options. Cancellations, refunds, transfers and substitutes will be managed and/or issued in accordance with these Terms and Conditions depending on the mode of delivery as described below. Approval of refunds, transfers or substitute requests will be at the discretion of Procurement Services SA.

Procurement Services SA reserves the right to amend these Terms and Conditions at any time and will update all documentation and processes accordingly.

By agreeing to these terms and conditions you are giving Procurement Services SA (PSSA) permission to use your email address for internal promotional purposes. Please note PSSA does not share this distribution list outside of PSSA.

### *Face-to-face courses*

If sufficient notice is provided, it may be possible to either nominate an alternative substitute participant from the same public authority to attend the face-to-face course or transfer the original participant to an alternate face-to-face course in the future, subject to these Terms and Conditions, further outlined below.

### Cancellations

Cancellation requests can only be submitted via e-mail to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au)

1. Registrations may be cancelled five (5) or more full business days prior to the commencement of the face-to-face course. Where refunds are required, a processing fee of \$50 + GST will apply. Where the original enrolment is paid by credit card, the refund amount will be credited to that credit card.
2. Cancellations received within five (5) full business days prior to the commencement of the face-to-face course will not be refunded where the enrolment has been paid by credit card. Where an invoice has been arranged for the enrolment, a cancellation fee will be invoiced for the full cost of the course.

### Substitute and transfer requests

1. Should a participant be unable to attend a face-to-face course, a substitute may be nominated by email to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au) no later than five (5) full business days prior to the commencement of the face-to-face course.



## Procurement Services SA Course Terms and Conditions

2. Should a participant request to transfer their registration to a later face-to-face course, the participant may do so free of charge, provided the request is submitted via e-mail to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au) no later than five (5) full business day prior to the start of the face-to-face course.
3. All substitute and transfer requests must include:
  - Name and contact details of the participant;
  - Name of the participant's public authority;
  - Name of the face-to-face course;
  - Date of scheduled face-to-face course;
  - Reason for the substitute or transfer request;
  - Name and contact details of any substitute participant (if applicable); and
  - New face-to-face course date requested (if applicable).
4. Where a transfer to a later course date is requested within five (5) full business days prior to the commencement of the original course date, a \$50 + GST invoice processing fee will be invoiced to the agency.

### No-shows

If a participant (or substitute participant, if applicable) registers for a course and does not attend, the course fee will not be refunded where the enrolment has been paid by credit card and cannot be used to arrange transfer to a subsequent course. Where an invoice has been arranged for the enrolment, a no-show fee will be invoiced for the full cost of the course.

### Online courses

Online courses are to be purchased per user. Sharing of login or access information is strictly prohibited and a breach of third-party supplier licensing conditions. If a participant or public authority is found to be sharing login information or access to content with others, the participant's and public authority's access to course(s) will be cancelled by Procurement Services SA and no refund(s) issued.

If sufficient notice is provided, it may be possible to nominate an alternative substitute participant from the same public authority or extend the course completion timeframe or subject to these Terms and Conditions, further outlined below.

In this section, the following definitions apply:

- **Commencement Date** is the date when the participant's online enrolment has been processed and verification email dispatched.
- **Completion Date** is the date when the participant has completed all the components required to receive a certificate of completion for that online course

## Procurement Services SA Course Terms and Conditions

or the date the course is required to be completed as indicated by the required timeframe for each online course. Timeframes for each course may differ.

### Cancellations

Cancellation requests can only be submitted via e-mail to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au)

1. Cancellations received after five (5) full business days of the Commencement Date will not be refunded.
2. Cancellations received after work or assessment has been saved or submitted will not be refunded.

### Extension, Substitute and transfer requests

Extension, substitute, or transfer requests can only be submitted in writing via e-mail to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au)

1. Should a participant be unable to complete an online course in the required timeframes, the completion date may be extended, by email to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au) no later than five (5) full business days prior to the Completion Date.
2. Should a participant be unable to complete an online course, a substitute participant may be nominated by email to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au) no later than five (5) full business days from the Commencement Date.
3. Should a participant leave the public authority, the public authority may request by email to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au) that the course is transferred to an alternative participant at a reduced cost.
4. All requests must include:
  - Name and contact details of the participant;
  - Name of the participant's public authority;
  - Name of the course;
  - Reason for the extension, transfer, or substitute request;
  - The length of time requested for an extension (if applicable);
  - New course date requested if transfer (if applicable); and
  - Name and contact details of any substitute participant (if applicable).
5. There will be no refunds if the participant does not complete the online course.

### *External formal qualifications coordinated by PSSA*

If a Public Authority agrees to a participant undertaking an external qualification coordinated by PSSA for example CIPS Corporate Award, Certificate IV / Diploma Procurement and Contracting the following needs to be adhered to:

## Procurement Services SA Course Terms and Conditions

1. The Public Authority pays PSSA up front before the qualification commences.
2. On successful completion of the qualification, reimbursement will be provided as agreed to by the program terms of each given qualification.
3. If the participant leaves or does not successfully complete the course, a reimbursement will not be provided by PSSA.

### *Payment*

Payment for all courses is to be made via credit card, through the Procurement Services SA *Procurement and Contract Management Capability Development portal*.

In exceptional circumstances, where the public authority cannot pay for a course by credit card, Procurement Services SA can generate an invoice for payment on request via an email to [capability@procurement.sa.gov.au](mailto:capability@procurement.sa.gov.au). A \$50 + GST processing fee will apply in this situation for the initial participant and an extra \$10 + GST for each additional participant.

If a Public Authority has outstanding invoices (i.e. the invoice is 30 days past the due date) with Procurement Services SA, they will not be able to request payment via invoice for any other courses until the debt is paid. An outstanding invoice does not prevent the public authority from paying for any new courses via credit card.

Elizabeth Stavreski  
EXECUTIVE DIRECTOR  
PROCUREMENT SERVICES SA

