

## Procurement Services SA Course Terms and Conditions

All participants registering for online or face-to-face training courses will receive a confirmation email upon registration and are subject to these Terms and Conditions.

If a participant is unable to attend or complete a course in the required timeframes, please contact the Procurement Services SA Strategy and Development team via email, [contact@procurement.sa.gov.au](mailto:contact@procurement.sa.gov.au) as soon as possible to discuss the available options.

Refunds, transfers and substitutes will only be 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.

While Procurement Services SA endeavours 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.

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

### *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 [contact@procurement.sa.gov.au](mailto:contact@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 will apply.
2. Cancellations received within five (5) full business days prior to the commencement of the face-to-face course will not be refunded.

### 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 [contact@procurement.sa.gov.au](mailto:contact@procurement.sa.gov.au) no later than five (5) full business days prior to the commencement of the face-to-face course.
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 [contact@procurement.sa.gov.au](mailto:contact@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;

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- 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 transfer (if applicable).

### 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 and cannot be used to arrange transfer to a subsequent 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 participants 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 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 [contact@procurement.sa.gov.au](mailto:contact@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 [contact@procurement.sa.gov.au](mailto:contact@procurement.sa.gov.au)

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1. Should a participant be unable to complete an online course in the required timeframes, the completion date may be extended, by email to [contact@procurement.sa.gov.au](mailto:contact@procurement.sa.gov.au) no later than five (5) full business days from the Completion Date.
2. Should a participant be unable to complete an online course, a substitute participant may be nominated by email to [contact@procurement.sa.gov.au](mailto:contact@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 [contact@procurement.sa.gov.au](mailto:contact@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.

### Payment

Payment is to be made via credit card, through Procurement Services SA's *Procurement and Contract Management Capability Development portal*.

In exceptional circumstances, when payment by credit card is not possible, an invoice can be issued for payment on request via an email to [contact@procurement.sa.gov.au](mailto:contact@procurement.sa.gov.au). A \$50 processing fee may apply in this situation.



Elizabeth Stavreski

**EXECUTIVE DIRECTOR  
PROCUREMENT SERVICES SA**