



Training Terms and Conditions

September 2021



Cancellation & refund request

Please be advised that cancellations made up to 1 week prior to the scheduled event via email will be processed without a penalty.

Cancellations made 72 hours or more before a scheduled event will receive a 50% refund.
If a registrant cancels a registration with less than 72 hours' notice, no refund will be available.

Cancellation & transfer

If a registrant cancels with more than 72 hours' notice, attendance will be transferred without penalty to the to another available date within 3 months of original event date.

Cancellation of a free course

If you have registered for a free course, be advised that cancellations made up to 1 week prior to the scheduled event via email will be processed without a penalty.

Cancellations made with less than 72 hours' notice will incur a cancellation fee of \$180.

Advising us of your Cancellation, transfer or refund request

All cancellations and requests for refund MUST be made in writing to training@iscouncil.org

ISC Trainers are not responsible for passing on student cancellation notifications.

Penalties will be applied if notice is not received through this email address.

Exam completion

Following event attendance, participants have 6 weeks to complete any associated exams or assessments. Access to the exam will be revoked after 6 weeks.

A charge of \$200 will be applied to gain access to a course between 6 and 12 weeks post event attendance.

Beyond 12 weeks, participants will incur the cost of the event to gain access to the exam. It is strongly suggested that the participant attends the event a second time.

ISAP renewal

ISAPs are required to complete an annual renewal exam. The exam is to be completed within 12 months of initial accreditation or previous renewal.

Should an accreditation lapse by more than 1 month an additional charge of \$100 will apply.

Should an accreditation lapse by more than 2 months an additional charge of \$200 will apply.

Should an accreditation lapse by more than 3 months the accreditation will no longer be valid.

To gain accreditation ISAPs must complete the IS for Professionals course