

Frequently Asked Questions

How do I register for training?

Please book early to avoid session cancellation due to lack of numbers. Presenters also have strict cancellation policies. Register by **post** to **PSCTas, PO Box 263 NORTH HOBART 7002** or **fax** to **62 306839**. Payment by post must be accompanied by a **copy** of your original form marked 'COPY' to avoid duplication. If you wish to register by fax, payment facilities are on the form, cheque or money order by post.

Late registrations (seven days prior) may be accepted to fill sessions, please confirm registration with PSCTas prior to sending any details (under these circumstances registrations **must** be faxed and payment made by credit card.

Note: Please check your service's eligibility for PSC training. If you are unsure, please contact PSCTas to confirm. Training may still be accessed, but a different fee will apply.

Where can I find a registration form?

A registration form is available on the Home or Training Page of the website: www.psctas.org.au or contact PSCTas on 1800 647 718.

Do I need to send payment with registration?

Yes. Send your registration form with cheque, money order or credit card payment. Registrations are not accepted by phone. **Registrations will not be accepted without payment.**

My service requires an invoice before we can pay. What do I do?

The registration form is also a Tax Invoice.

Will I receive confirmation?

A confirmation of registration form will be sent to your service/business. Receipts and invoices include session confirmation advice.

What are course fees?

All courses are GST inclusive. Courses are \$11 an hour, up to a maximum of \$55 per day. Non-eligible clients will need to check fees with psctas.

Will sessions be cancelled?

PSCTas reserves the right to cancel or alter training arrangements, where necessary. Every effort is made to ensure that sessions proceed as scheduled. You will be advised of any cancellation or alteration.

Can I get a refund?

Please read the cancellation policy on your registration form. If you are sick or unable to be released from your service due to roster changes etc., you can nominate another person to attend in your place. Please advise PSCTas of their name etc so certificates of attendance can be altered. If you wish to cancel completely, you must tell us by email, fax or mail no later than seven (7) working days in advance, indicating whether you wish to receive a refund or credit for use at a future session. If you cancel with less than 7 working days notice or simply do not attend, refunds will not be given.

Is food provided at training?

Full day courses have lunch and morning tea available. Half day courses receive morning or afternoon tea. Please notify PSCTas if you have special dietary needs (via your registration form).

How do I find the venue?

Major venue location maps are on the psctas website www.psctas.org.au (training/venues) or Google search a local government map.

Is parking available?

Venue parking capacity is indicated on course information flyers (see Key at the bottom of all course information flyers).

Other questions?

If you would like a question added to this page, please call **1800 647 718**.