

### What type of training does NATA Education offer?

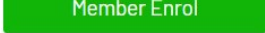
We deliver non-accredited short courses designed to develop knowledge and skills applicable to our member's workplaces, based on four key areas:

- Standards
- Quality
- Leadership
- Learning Bites

NATA Education does not deliver nationally recognised qualifications.

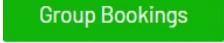
### Who does the member rate apply to?

All NATA accredited facilities receive a 15% discount on the standard course rate.

The 15% discount is automatically applied when you use the  button on our website.

### Is there a discount for group bookings?

NATA Education offers a 10% discount when booking 3 or more people in one transaction or for 1 person enrolling in 3 or more courses.

To apply the group booking discount select  when you are enrolling on your course and type **Group10** at the checkout.

### What do I receive after I finish the course?

All course attendees will receive a certificate of completion at course completion. The certificate will be available a few days after the course, from the online learning portal for virtual courses and provided via email for all courses.

### Course timing (including break times):

Face-to-face training is delivered from 9.00 am to 5.00 pm local time.

Virtual training is delivered 9.00 am to 5.00 pm AEST (or AEDT once daylight savings has commenced).

Break times are typically as follows:

- Morning tea - 10.30 am - 10.45 am
- Lunch - 12.30 pm - 1.30 pm
- Afternoon tea - 2.30 pm - 2.45 pm.

\* The General Quality Management Systems Program is a 10-week program with weekly 2.5-hour training sessions that are typically delivered from 12.00 pm to 2.30 pm AEST (or AEDT once daylight savings has commenced).

### **What are the payment options?**

Training may be paid for:

- via credit card at checkout, or
- by requesting an invoice before completing your booking.

### **When is payment due?**

All course fees must be paid prior to course attendance.

### **What is the cancellation policy?**

Written cancellation notice given:

- 0-2 working days prior to course commencement incurs a 100% fee to the client
- 3-5 working days prior to course commencement incurs a 25% fee to the client.

### **Can I transfer to another course or date?**

If you wish to transfer a course booking the transfer must be made according to NATA Education's cancellation policy, in writing, and be confirmed in writing by NATA Education.

You may substitute any person on a course at any time prior to the course commencement when you notify NATA Education by email or phone call.

### **How do I receive the course materials?**

**Face-to-face courses:** A hardcopy course workbook is provided on the first day of training. Further resources such as ISO Standards and case study documents, are only available for use during learning activities as required.

**Virtual courses:** Participants download course materials via the online learner portal. Typically, the course workbook is provided as a PDF with editable fields to type into during activities. Other non-print PDF resources such as relevant ISO Standards and case study documents will be made available to use during learning activities as required.

## **Do any courses have pre-requisites?**

None of our courses have pre-requisites.

However, there may be courses for which attendance at other NATA Education training may be beneficial in providing a base of understanding or assumed knowledge (such as attending a course in your relevant Standard or attending our 'The Art of Internal Auditing' course before attending our 'Mastering Audits in the Laboratory' course).

## **Are there any pre-course requirements?**

Typically, there are no pre-course requirements for our courses.

However, occasionally, a course may have an online pre-course questionnaire to complete which participants will be sent via email prior to the course.

Our longer programs may have optional, in-between session activities that participants are invited to complete to apply their learning in practice.

One of our courses also has an optional post-course theory assessment.

## **I can't find the course I'm looking for or the course delivered in a specific location**

We are continuously releasing new course dates and sometimes on demand. Please contact NATA Education at [trainingservices@nata.com.au](mailto:trainingservices@nata.com.au) or via 1800 621 666 (free call) if you are looking for a specific course or location.

## **What are the requirements for virtual training?**

Our virtual courses are delivered using the Zoom platform and each participant needs:

- their own computer/laptop with camera and sound capability
- at least 2 monitors to view and navigate between different learning activities and resources (preferable)
- to have their camera on during training and microphone muted when required
- to participate in online breakout rooms during group activities
- to be able to access technologies that include online whiteboard programs (such as Canva)
- to use NATA's online learner portal to access the course Zoom link and to download course resources.

### **Is NATA Education able to deliver training at our workplace?**

Yes. We can deliver any of our standard courses at your workplace or at our venues nationally, if your organisation requires us to provide a training venue for your team's training.

### **Can NATA Education courses be customised to suit our workplace needs?**

Yes. We can customise our courses to meet your organisation's requirements including changing the course duration, learning outcomes, course content covered and contextualisation to incorporate your organisation's policies, procedures or documentation.