

# Tentative Bookings Policy



**Our vision is to deliver effective and quality training with integrity and respect, and to proactively seek excellence through continuous improvement.**

## Our commitment

WA Skills Training is committed to continuously providing our clients with the best quality training and assessment available. To support our policy we will:

- Adhere to waitlist students.
- Accommodate all booking requests where reasonable and practical.
- Ensure our trainers deliver high quality training and assessment
- provide updated training information to employees, students, clients, contractors, and visitors, as appropriate; and
- provide adequate resources, including specialist expertise, to achieve these objectives.

## Roles and responsibilities

The bookings team at WA Skills Training will abide by the following to ensure a fair booking opportunity for all clients and students.

### Bookings made the business day prior to training

#### (less than 24hrs notice):

- Tentative bookings will be held until 2pm on the business day prior to training. If a client cannot confirm the booking by 2pm that position will be released to another client/student waiting to book in and it will be assumed that client/student no longer wants the position.

### Bookings made more than one business day prior to training (more than 24 hrs notice):

- Tentative bookings will be held for 24 hrs (up until 2pm of the following business day). If a client cannot confirm the booking within this window that position will be released to another client/student waiting to book in and it will be assumed that client/student no longer wants the position.

### Private/Corporate bookings

- Tentative Private/Corporate bookings will be held for 72 hrs before confirmation of date is required. To confirm the booking you will need to follow standard process for payment/student details/location/etc.

WA Skills Training understands that with group bookings you may not always have a full list of students with their details in advance; in these cases, we will require payment and confirmation of date with students to be advised closer to the course date.

**Robert Butson**

Managing Director, WA Skills Training