

# Inspiring Exceptional Performance



## Course Guide

# Welcome

"At Auridian, we believe that training is the transfer of energy and enthusiasm. Sure, you go to training courses to learn new skills and techniques in order to do your job better, but at Auridian we also strive to ensure that participants of all levels go back to work full of energy, with renewed passion for the products and service they provide, and excited about developing themselves and the business they work in.

Our mission is to ensure that everyone we touch is converting their potential and making the most of every opportunity, and we are delighted to provide you with the following courses that will enable you and your staff to do just that."

**Meg Salter**  
Founder and  
Managing Director



## Contents

### Courses

Convert Your Sales Potential	3
Sensational Customer Service	3
Time and Self Management	4
Get More From Less	4
Beat the Net	4
Dealing with Conflict and Complaints	5
Goal Setting and Mapping	5
Presenting a Professional Image	5
Effective Communication in Business	6
Presentation Skills	6
Negotiation Skills	6
Generations at Work	7
Managing People	7
Interviewing Techniques	7
Testimonials	8
How to Book	9
Planning Calendar	10

Whether you need to start with the basics or develop your existing skills, the following courses will motivate and inspire you to exceed your goals.

### Convert Your Sales Potential



**Overview**

How much more could you be making if every enquiry became a sale? Book this course to find out.

We believe that you have the potential to generate far greater sales than you are currently achieving based on existing levels of enquiry, and if you are looking for a dramatic improvement in your sales performance, this inspirational workshop is guaranteed to enable you to achieve more.

By giving you an understanding of your true sales potential and helping you realise how valuable your time is, we will change your attitude from 'information giver' to 'sales-maker'. We examine the psychology behind purchasing decisions and by helping you focus on meeting the needs of every customer, we will ensure that you leave this workshop with powerful new techniques and behaviours that will make it possible for you to turn every enquiry into a sale.

**Outcomes**

- Dramatic improvement in sales conversion
- Reinvigoration and boosted enthusiasm for selling
- Total ownership of sales performance

**Topics**

- The role of a sales person
- Making sales versus dealing with enquiries
- The concept of working for free
- Why people don't buy from you
- The secrets to 100% conversion
- Understanding the buying need: DISC Behavioural Styles
- Owning the Customer Experience
- Sales Phrases for the different types
- Dealing with customer complaints

**Duration:** 1 day

**Capacity:** Maximum 14 participants

### Sensational Customer Service



**Overview**

Anyone who works in customer service is a salesperson: they are selling an experience.

How can you provide such an amazing experience that your customers wouldn't dream of going anywhere else?

There is no doubt that customer service is an extremely important strategy for increasing loyalty and market share, however traditional service steps are no longer enough to guarantee success.

This energising course will revolutionise the way you provide customer service and give you the tools you need to absolutely delight your customers. By analysing your competition, developing your own unique point of difference and understanding that what you are offering your customers is truly unique, you will realise the importance of allowing your personality to shine and be empowered to deliver an amazing customer experience every time.

**Outcomes**

- Ensure that exceptional customer service is offered all of the time
- Enable participants to focus on their company's strengths
- To encourage participants to take complete ownership of their customers' experience of them and their company

**Topics**

- To the customer you are the company
- Why you: your strengths and unique selling proposition
- The human edge: genuine caring for customers
- Winning words and forbidden phrases
- Communication awareness—through every medium
- Building a client base: developing and maintaining customer loyalty
- Beyond price

**Duration:** 1 day

**Capacity:** Maximum 14 participants

## Time and Self Management

### Overview

Sick of working late?  
Tired of breaking promises?  
Wish there were more hours in the day? Then it is time to learn techniques to move you from chaos to control.



Everyone is busy. In a world where the only constant is change and interruptions are a way of life, it can be difficult to feel in control let alone be proactive. This course will give you the skills to establish good time management habits, promote self discipline and help you create systems and routines that work.

### Outcomes

- Increase productivity
- Maintain control and decrease stress
- Develop self discipline to drive effective behaviours
- Commitment to create new habits

### Topics

- Taking responsibility and control
- Getting organised
- Managing your energy levels
- Work-life balance
- Goal getting
- Prioritising using the priority matrix
- Procrastination Bootcamp
- Banishing time wasters

**Duration:** Half day

**Capacity:** Maximum 14 participants

## Get More From Less

### Overview

Commissions are being cut, margins are getting lower and it is becoming harder to make as much money on sales.



In order to maintain a sustainable business, now more than ever we need to be clever about how and what we sell. This fascinating and practical course will help you to fully understand the psychology of sales and the often irrational thought patterns that lead people to purchase.

Participants will leave this workshop with the skills to be expert influencers, and have clear selling strategies to ensure they are making the most out of every sales opportunity.

### Outcomes

- Increase yield and margin
- More control over the selling process
- Increased sales confidence and a personal selling strategy

### Topics

- The 3 steps to making the most out of sales
- The psychology behind purchase decisions
- 'Price' versus 'Value': how much is too much and how much is too little?
- Understanding the real needs and the full budget
- Creating comparisons when recommending solutions
- Strategic selling

**Duration:** Half day

**Capacity:** Maximum 14 participants

## Beat the Net

### Overview

Are you sick of being 'beaten' by the internet? Do you feel like you are giving out information only to have your clients go online and book it themselves?



If you do, you are not alone! Times have changed and now that most of our clients have access to the internet and online booking systems, we need to change the way we sell and consult. Join us for a practical and enlightening workshop to learn techniques and phrases to help you deal with the modern day client in order to start beating the net.

### Outcomes

- Increase control over enquiries
- Understanding of the true benefits of dealing with a person
- Learn helpful phrases and qualifying techniques

### Topics

- The cold hard facts
- Some common misconceptions
- Why the customer turns to the internet
- The benefits of dealing with a person
- Qualifying correctly: how to pick the internet shopper
- Helpful phrases and time saving tips
- What to do when it comes down to price
- Closing every sale

**Duration:** Half day

**Capacity:** Maximum 14 participants

## Dealing with Conflict and Complaints



### Overview

Complaints: something to be avoided at all costs, or a fast-track to customer loyalty and market share? This enlightening workshop will change the way you view customer complaints and give you the techniques to deal with them positively, proactively and painlessly.

The customer is always right-right? Sometimes there are occasions when the customer is not entirely right, or when their behaviour in making a complaint is such that they need to be appropriately managed so that the real issue is dealt with. How often have you, as a customer been on the receiving end of an inappropriate response from someone who has read you or the situation incorrectly? This session introduces a model to enable you to identify appropriate tactics for managing issues with customers and avoiding potential conflict.

### Outcomes

- Ability to deal with conflict and complaints with sensitivity and maturity
- Increased confidence and control when dealing with complaints
- Turn customer complaints into opportunities for repeat and referral business

### Topics

- Common scenarios for customer conflict and complaints
- Eliminating the causes of conflict and defensive behaviour
- Dealing with difficult behaviours
- The right intention: bringing out the best in people
- The steps for dealing with complaints
- Useful words and phrases
- Turning complaints into opportunities
- Case studies and workplace examples

**Duration:** 1 day

**Capacity:** Maximum 14 participants

## Goal Setting and Mapping



### Overview

How big would you dream if you believed you could not fail? Whatever it is you want out of life, learning how to set and achieve your goals is the key to success and fulfilment.

Your life is basically a 'do it yourself' project and the only way to take control of your future is to purposefully create it. This compelling course will allow you to build a blueprint for the kind of life you want to lead by teaching you constructive approaches to setting and mapping meaningful goals.

You will learn how to tap into powerful future-shaping techniques, and will leave the session motivated and focused to achieve your personal dream for your future.

### Outcomes

- Feeling of more control over your career and life
- Increased motivation to achieve what is important to you

### Topics

- The importance of goal setting
- Understanding the failure cycle
- The functions of the conscious and subconscious brain
- Setting SMART goals
- Goal Mapping: a blueprint for your future
- Dream big and design your destiny

**Duration:** Half day

**Capacity:** Maximum 14 participants

## Presenting a Professional Image



### Overview

Did you know that people will form an initial impression about you and the company you work for within the first ten seconds of meeting or speaking with you? And as most people's first impressions are often based on how you speak and how you dress, rather than what you say and what you know, it is imperative to learn how to present the kind of professional image that will enable you to attract and impress clients.

### Outcomes

- Attract and impress new clients and customers
- Increased confidence in the workplace and at networking events

### Topics

- What drives image?
- Understanding assumptions and perceptions
- The power of image: what you say before opening your mouth
- Business etiquette and corporate manners
- Networking at events and functions
- Body language tips and tricks

**Duration:** Half day

**Capacity:** Maximum 14 participants

## Effective Communication in Business



### Overview

Regardless of what business you are in, effective communication skills are vital for success. Why is it that some people seem to have a natural ability to get their message across via any medium and others seems to be constantly misunderstood and misinterpreted?

Simple things such as the tone of your voice over the phone, the way you 'construct your face' when speaking to someone, and the words you choose can not only make people respond well to you, but can also make it much easier for you to do your job well.

With a focus on professional telephone skills and email management, participants in this workshop will gain an understanding of how to communicate professionally and effectively with both customers and colleagues.

### Outcomes

- Professional communication through every medium
- Ownership over communication effectiveness
- Useful phrases and templates for future reference

### Topics

- The true cost of poor communication
- Basic communication principles
- Building rapport over the telephone and via email
- Useful phrases and words to avoid
- The trouble with text: misinterpretation risks
- Email 'netiquette' and business writing skills
- Email 'template' workshop

**Duration:** Half day

**Capacity:** Maximum 14 participants

## Presentation Skills



### Overview

Are you petrified by the thought of speaking in public? Do your hands shake when presenting at a meeting or to your team? This course will give you the tools and practice you need to become an assured and engaging speaker.

The ability to present well is a vital business skill. In fact, the ability to communicate to small and large groups is often a make or break component of closing a sale, gaining a new client, receiving approval for a new idea or venture, or implementing a business plan.

By learning the elements of a successful presentation, the skills to present well, and techniques to gain confidence and overcome the usual nerves associated with speaking to groups, this 2 day workshop is guaranteed to significantly improve your presentation ability.

### Outcomes

- Keep your audience engaged
- Apply creative planning methods to structure your presentations
- Overcome nerves and gain experience through practice and feedback

### Topics

#### General Communication Principles

- Making and breaking presentation
- The qualities of a great presenter
- Knowing your purpose and intention

#### Presenting versus Lecturing

- Catering to everyone
- The different learning styles
- Becoming and remaining confident
- Your voice & body: the most important tools
- Gaining participation and engagement
- Dealing with trouble situations and communication challenges

#### Preparing Powerful Presentations

- Dynamic introduction
- Creating structure
- Concluding with a bang
- Creating Mind Maps
- Impromptus made easy

#### Skills practice and feedback

**Duration:** 2 days

**Capacity:** Maximum 10 participants

## Negotiation Skills



### Overview

What if Negotiation wasn't about winning or losing? What if you knew the rules and conventions to enter every situation with confidence, knowing that all parties would leave satisfied with the outcome?

We negotiate all the time: at work and at home, with customers, colleagues and friends. It is a central process in conflict resolution, problem solving, persuasion and communication. An understanding of fundamental negotiation skills will make this essential process more advantageous and less stressful for all parties.

This course will teach you to think more laterally when planning for a negotiation situation, be able to approach issues from different angles, and come up with imaginative and innovative ways to overcome obstacles and challenges that are relevant to your own life and work environment.

### Outcomes

- Learn principles and processes behind win-win negotiation
- Determine personal negotiation styles
- Explore the role of body language, power and status
- Experience the negotiation process

### Topics

- What is negotiation?
- Negotiating for win-win
- Two approaches: traditional/competitive and principled/co-operative
- Five steps to a successful outcome
- Negotiating Styles
- The power game: body language and status
- Handling a deadlock
- Common negotiation pitfalls
- Negotiation scenarios and skills practice

**Duration:** 1 day

**Capacity:** Maximum 14 participants

## Generations at Work

### Overview

Do your staff or colleagues ever look at you like you are from another planet?



Well, generationally speaking, you probably are. Sometimes the Generation Gap can seem more like a chasm, so it is important to learn how to understand, work with and bring out the best in people of all ages.

Engaging different age groups is one of the biggest challenges facing managers today. Younger employees are attracted and motivated by completely different factors than their "elders" and the multi-generation workplace requires flexibility and understanding from everyone.

If you want your team or business to thrive, you are going to have to know how to recruit, integrate, motivate and retain people of all ages in order to make the most of this dynamic mix of generations.

### Outcomes

- Understand and appreciate differences between generations
- Learn how to create an environment which maximises morale, retention and productivity

### Topics

- Defining the generations
- Attract and retain the different generations
- Engage and motivate different age groups
- Develop a coaching and training strategy
- Valuing differences and creating a team

**Duration:** 1 day

**Capacity:** Maximum 14 participants

## Managing People

### Overview

As a manager or leader, it can be extremely frustrating to know how much potential your team has, yet to see opportunities wasted.



This vital 2 day program will help you develop the skills to create a working environment where every staff member has an opportunity to excel, and enable you to harness the potential of your people.

Managing people is one of the most challenging and rewarding aspects of running a business, project or department. This course provides a framework for employee development within modern business and has been designed for those who are responsible for obtaining the highest standards of work from those reporting to them. It highlights the essential relationship between managing people and exhibiting leadership; and creates a realistic understanding of what constitutes a team.

Highly practical and very interactive, this course will benefit first-time or experienced managers from within any industry.

### Outcomes

- Put systems into place to promote efficiency, positive motivation, communication and teamwork
- Appreciate and appeal to individuals within your team
- Create a shared vision and map strategies to achieve business goals

### Topics

- Defining Leadership
- Roles and Responsibilities
- Establishing Systems
- Communicating Expectations
- Dealing with Underperformance
- Feedback and Discipline
- Building a Team
- Creating Vision
- DISC Behavioural Styles
- Adaptable Leadership
- Handling Conflict and Complaints
- Mapping the Future: Visions, Goals, Strategies

**Duration:** 2 days

**Capacity:** Maximum 10 participants

## Interviewing Techniques

### Overview

I am sure you have heard that the most important step to business success is to ensure sure you have the right people on the bus. But finding those people and trusting yourself to choose the best fit and the highest performer can be easier said than done.



If you are unprepared for an interview, you will not only waste time and present a poor image of yourself and your business, but you will struggle to obtain important details about a candidate's true skill set and past performance.

This session will give you the skills to enable you to remain in control of the interview process, make sure you obtain all of the information you need to make the best hiring decision, and tips on how to set up new employees for success.

### Outcomes

- Know how to prepare effectively and legally conduct an interview
- Learn how to set new employees up for success during their probation period

### Topics

#### Before the interview

- Choosing the best candidates to interview
- Preparation and paperwork

#### During the interview

- Behavioural and traditional interview techniques
- Qualifying qualifications: talking through the CV
- Interview questions: what you must ask and what you can't ask

#### After the interview

- Contacting references: who, when and how
- Making a formal offer

#### Setting them up for success

- Preparing for Day One
- Explaining expectations and consequences
- Setting up a buddy and support system
- Conducting appraisals
- Creating long term commitment and buy-in

**Duration:** Half day

**Capacity:** Maximum 14 participants

# Ovations



"If you think you can't afford to have you and your sales team complete this training—you are so wrong! You can't afford NOT to! Do yourself a favour and register today!"

"I just wanted to say a HUGE THANK YOU. The room was silent because there was so many light bulbs going off, it was amazing! The entire day was fantastic; everything from moving their mind set from a successful 'shop' to a successful 'business', the excuse busting and accountability was spot on! You certainly turned our usual way of thinking upside down and it was exactly what we needed. I am very excited about the future, in fact one team has put 'boundaries' around their seats and are now in heavy competition with each other over who has the most profitable business. Brilliant, fantastic, love it!"

"The best thing about this course is that it forced me to bite the bullet and actually commit to making changes. We all know what we should be doing, but for the first time I actually went back to work and changed my habits. Even one or two things from this course have made a huge difference to the way I handle my day. I'm finally getting a life back and still getting results!"

"My sales team came back from this training 100% focused and energised. There was a huge change in their attitude, from fear to confidence, when meeting with potential clients. Thank you for giving me a new team!"

"This is the first time I have done any sort of training with other experienced managers, and for more than one session. It was great interacting with the other managers, and the course content was flexible. I found the content on the DISC models and the motivating individuals section particularly useful."

"I found your Customer Service course very beneficial. It made me look at things in a new way and also made me feel great about what I can offer my customers which is totally my own. I've done lots of training courses but this was by far the best in terms of how it made me feel and helping me enjoy my job again."

"I was very sceptical! I thought that no one could tell me things that I already (thought that I) knew. In fact, having studied psychology at one point, all I could see was that my time out of the office was being wasted with airy-fairy information about birds. And then, Meg visited my store and everything from the past 2 sessions fell into place. LDP gave me the power to probe further into the real motivations of my team, the real reason why they want to be successful. With that information, I worked on giving them what they needed to take themselves to success. Completing this course and really knowing my team has made my job more rewarding, both personally and financially!"

"I loved the snapshots of the different generations. I also liked the section on how to recruit and motivate younger people. As an 'old dinosaur', this forced me to look at things in a different perspective, and I have a whole new respect for Generation Y, even if they do speak a different language!"

"In my 8 years with HWT this was by far THE BEST training I have ever attended"

# FAQ's

## **What if I can't find the course I want on a date that suits me?**

Please contact us to discuss options. We will always try our best to accommodate your needs.

## **What are the minimum and maximum numbers on courses?**

Most of our courses are activity based so we usually need a minimum of 8 participants and can take up to 14.

## **If a course does not have minimum numbers, will it be cancelled?**

Wherever possible, we will try to run courses as scheduled. If a session does have to be rescheduled, we will contact you at least 14 days prior to the original date and offer you a different date or a full refund.

## **What if something comes up and I have to cancel?**

Where a postponement or cancellation request is received within 14 days of the confirmed start date of the program, Auridian will charge a fee equivalent to 50% of the course cost. Substitution of another participant will not incur the fee.

## **Can I avoid the cancellation fee if I re-book on another course?**

Yes, as long as the training is conducted within 3 months of the original date.

## **The sort of course I want is not listed; can you still offer me the training I want?**

Please contact us: we have a full suite of courses which can be offered subject to demand. Otherwise we will be happy to discuss options to develop a course to suit your exact requirements.

## **When does each course start and finish?**

For full-day courses, the session will usually begin at 9.00 am and finish at 5.00 pm. Full details will be provided on confirmation.

## **What is included in the price of training course?**

The price includes the trainer, training venue and all course materials. Unless otherwise specified on confirmation, lunch is not provided as part of the training.

## **What do I need to bring to training?**

Bring a pen and an enthusiastic and open attitude!

## **How should I dress for training?**

Most people feel comfortable wearing what they would normally wear to work, or in similarly smart casual/professional attire.

## **Do you offer in-house or tailored training?**

We can offer in-house training at your own premises or somewhere else that suits you best. This training can be customised to your needs, both in terms of the content and the timings. Please contact us to arrange a consultation to discuss your training needs.

# How to Book

Online: [www.auridian.com.au](http://www.auridian.com.au)

Email: [info@auridian.com.au](mailto:info@auridian.com.au)

Phone: 1300 206 637

We are always delighted to speak with people who would like to know more about us and our programs.

If you have any questions or would like advice on which course will suit your needs best, please don't hesitate to contact us on [info@auridian.com.au](mailto:info@auridian.com.au) or 1300 206 637.

January

February

March

April

May

June

July

August

September

October

November

December

Auridian Training & Consulting reserves the right to vary scheduled course dates and fees however receipt of a Registration prior to any fee increase(s) will ensure the client pays only the fee amount which was published at the time of Registration.

### Registrations

Auridian must receive all Registration forms and/or purchase orders fourteen (14) working days prior to course commencement in order to assist with course viability decisions. Late registrations will be accepted right up to course commencement date as long as the course being booked has been deemed viable plus we have seating available. Please consult your Auridian Account Manager or email your request to [info@auridian.com.au](mailto:info@auridian.com.au) to determine the status of any course at any time.

Once a Registration and/or purchase order is received, an Auridian Account Manager will immediately issue a 'Registration Received' letter by email to acknowledge your registration.

The 'Registration Received' notification does not imply that the course itself is confirmed, purely that we have received and recorded your Registration.

Any alterations to the original Registration should be notified to an Auridian Account Manager or [info@auridian.com.au](mailto:info@auridian.com.au) as soon as possible or no later than fourteen (14) working days prior to course commencement.

### Course Confirmation

A 'Course Confirmation' letter by email is issued to each registrant once there are sufficient participants for the course or no later than seven (7) working days prior to course commencement, whichever is the earlier.

'Course Confirmation' means that Auridian are fully committed to delivering the course and have formally issued purchase orders (including non-refundable venue, travel and accommodation payments) on all associated suppliers with that course.

A 'Course Confirmation' provides joining instructions and full location details of the course itself.

This notification will be sent to attendee(s) and the booking authority (if all contact details are supplied as part of Registration).

### Invoices

Invoices are issued at time of registration and full payment will be due at the time of Course Confirmation (course confirmation occurs approximately fourteen (14) days before course commencement).

Invoices will be issued by email or hardcopy or both, whichever is the preference of the client.

Any client request for an invoice to be issued ahead of actual course registration and attendance, will be accommodated by Auridian, however please note that the payment is due and payable immediately and the customer must take up the full value of the invoice towards any future Auridian course within a three (3) month timeframe.

If a client makes a full payment against an invoice and wishes to receive an "Invoice Paid" document, please email [accounts@auridian.com.au](mailto:accounts@auridian.com.au).

### Payment Terms and Methods

All prices are in Australian Dollars (AUD).

Payment for public schedule or in house courses must be received by Auridian 14 days from presentation of invoice unless otherwise agreed in writing with your Auridian Account Manager.

Payment can be made by credit card (Mastercard, Visa or American Express), via cheque or EFT.

EFT Details:

Westpac

Name: Auridian Training & Consulting Pty Ltd

ABN: 59 110 328 099

BSB: 032 747

A/C: 174 718

Please direct any payment remittance to [accounts@auridian.com.au](mailto:accounts@auridian.com.au) or fax: +61 (02) 8667 3200. If you fax Auridian, please notify an Auridian administrator 1300 306 637 or [info@auridian.com.au](mailto:info@auridian.com.au) that it has been sent.

Cheques should be made payable to 'Auridian Training & Consulting Pty Ltd' and should be mailed to: Auridian Training & Consulting Pty Ltd, Level 13, 167 Macquarie Street Sydney NSW 2000 Australia along with a printout of the Booking Confirmation email to verify the payment.

### Payment - In-house Training

For any In-house training booking, Auridian must receive a completed "Auridian In-house Booking Form" (and/or purchase orders) in writing (fax, letter or email) no later than fourteen (14) working days prior to course commencement.

If the customer elects to cancel an In-house Training course, any direct costs already paid by Auridian are to be reimbursed to Auridian by the client. Auridian will issue an invoice and attach proof of all expenditure. Cancellation fees of 50% apply to any In-house Training course cancelled by the client within fourteen (14) working days of course commencement.

If the customer elects to postpone an In-house Training course, the Auridian Account Manager will liaise with the client to determine an appropriate reschedule date and any direct costs already paid by Auridian are to be reimbursed to Auridian by the client. Auridian will issue an invoice and attach proof of all expenditure.

### Cancellation and Transfer Options

Auridian reserves the right to defer or cancel any course if there are insufficient bookings or conditions arising beyond our control. Every practical assistance will be given to reschedule clients to an alternative course date and/or to provide a full refund (if applicable).

If there are insufficient participants for this course, Auridian will advise of course cancellation or postponement via a 'Rescheduled Course' letter by email no later than fourteen (14) working days prior to course commencement. In the instance where Auridian postpones a course, no customer invoice will be generated. Auridian Administration will automatically suggest the next scheduled date for you whilst an Account Manager will discuss all possible alternative options with you.

Cancellations by the customer must be received in writing (fax, email or hard-copy letter) to an Auridian Account Manager or [info@auridian.com.au](mailto:info@auridian.com.au) as early as practically possible, but no later than fourteen (14) working days prior to course commencement.

If the course has already been confirmed by Auridian (refer 'Course Confirmation' above) prior to the customer cancellation advice, then the following conditions will apply:

- Auridian will not cancel the course based on late customer cancellations as all suppliers have been locked in for delivery as at date of 'Course Confirmation'.
- Any participant who is unable to attend may send a replacement participant and must notify Auridian of the change in details in writing (as above).
- The invoice is issued as normal to the registrant which is due and payable immediately. No credit notes will be issued.
- If a replacement participant cannot be sent, the registrant is offered a training credit towards any future Auridian course equal to the full value of the Invoice which must be taken up within a three (3) month timeframe otherwise the credit will become null and void. The Account Manager will assist the registrant in rescheduling their booking however the onus is on the client to utilise their training credit within the 3 month period.

If the course has not been confirmed by Auridian (refer 'Course Confirmation' above) prior to the customer cancellation advice, then no penalties or payments will apply to the customer and no invoice will be issued for that Registration.

### Refunds

#### In event of rescheduling or cancellation of an Auridian course by a client:

Where a postponement or cancellation request is received within fourteen (14) days of the confirmed start date of the program, Auridian will charge a fee equivalent to 50% of the course cost.

Substitution of another participant will not incur the fee.

The cancellation fee will also be waived should the client choose to attend an alternative course as long as the training is conducted within 3 months of the original date.

If the client withdraws from the nominated course within five (5) working days of the first day of the course, they will receive no refund of the course fee.

#### In event of rescheduling or cancellation of an Auridian course:

Wherever possible, we aim to run courses as scheduled. If a session does have to be rescheduled, we will contact you at least fourteen (14) days prior to the original date and offer you a different date or a full refund.

The client may also choose to transfer his/her registration to any other Auridian course (of equal value) or to any other client attending an Auridian course without incurring any additional cost, subject to availability.

Auridian cannot be held responsible for any financial loss incurred by the client or its employer due to rescheduling or cancellation of any Auridian course.

All fees will be refunded by cheque or direct deposit.

### Contact us

For all questions and enquiries please contact our head office:  
Auridian Training & Consulting, Level 13, 167 Macquarie Street,  
Sydney NSW 2000, Australia  
Phone in Australia 1300 206 637  
Phone international +61 (0)2 8667 3033  
Fax +61 (0)2 8667 3200  
Email [info@auridian.com.au](mailto:info@auridian.com.au)  
ABN 59 110 328 099



1300 206 637

[www.auridian.com.au](http://www.auridian.com.au)

[info@auridian.com.au](mailto:info@auridian.com.au)