



## Payment Information

1. Course fees are charged at the price on our website at the date of the order unless agreed by us.
2. You may be charged interest if you don't pay the course fee by the due date.

## Course cancellation and refund policy

### **Public course rebooking, cancellation and refund policy**

1. You can rebook your course at no extra cost if you contact us before the course start date and time.
2. You can cancel your booking and receive a full refund if you contact us at least 24 hours before the start of your course.
3. No refunds will be made for any cancellation within 24 hours of the course starting.
4. If you don't attend the course and haven't let us know, you have two business days to contact us for course rebooking. If no contact is made within two business days, no refund will be made, and any rebooking will be at full cost.

### **Group (exclusive) course rebooking, cancellation, and refund policy**

1. We are happy to rebook or cancel a group course at no extra cost, provided we are notified at least five working days prior to the course start.
2. We will charge an administration fee of 10% of the total course cost for rebooking a group course where we receive notification five working days or less prior to the course start.
3. We will charge an administration fee of 25% of the total course cost for cancelling a group course where we receive notification five working days or less prior to the course start.
4. If we've booked an external venue on the customer's behalf, additional rebooking or cancellation fees may apply, in accordance with the venue's policy.
5. An organisation can change participants at any time for no additional cost. If total participant numbers drop below the minimum specified in the training contract or quotation, a minimum charge may apply.

## Re-Assessment and Appeals – Manamoui First Aid Approach

At **Manamoui First Aid**, we believe learning is a journey, and we are here to walk alongside you every step of the way. If you are unsure about your assessment results, we warmly encourage you to have a *kōrero* (conversation) with your instructor first. We are here to listen and support.

If you would like to request a re-assessment or formally appeal your result, please write to the **Training Manager at Manamoui First Aid**. We are always open to reviewing your concerns fairly and respectfully.

## Feedback and Complaints – Your Voice Matters

We value your voice and encourage feedback from all learners and clients. Your thoughts help us grow stronger and continue to improve our services for our Pacific, Māori, and wider communities.

All feedback that leads to changes or improvements is recorded in our **Continuous Improvement Log** and carefully followed up.

### You're welcome to share your feedback:

- At the end of your course
- Through our website at [www.manamouifirstaid.co.nz](http://www.manamouifirstaid.co.nz) via the **Contact Us** page
- Or by contacting us directly any time

## If You Have a Concern or Complaint:

1. Please speak with your **Instructor** first—they are here to help.
2. If you feel your concern has not been resolved, please contact the **Training Manager** at Manamoui First Aid.
3. If you are still not satisfied, you have the right to raise your concerns with the **New Zealand Qualifications Authority (NZQA)**. You can send your complaint to:  
**NZQA, PO Box 160, Wellington 6140**  
Or visit their website for more information:  
<https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/learner-complaints>