

STUDENT INFORMATION - TERMS & CONDITIONS

General

The placing of an order with the Company is deemed to be acceptance by the Purchaser on the following terms and conditions. No variation or modification of, or substitution for, this policy / terms and conditions shall be binding unless otherwise agreed in writing by the Company.

Orders

An order shall be deemed as accepted by the Company and binding on both parties when it is received with the signed Course Registration Form and a confirmation has been supplied back to the Purchaser.

GST

All Nationally Recognised Training is GST exempt. Any training delivered that is not under the Company's scope of registration (non-accredited training) will attract GST. Any charges relating to GST, or otherwise, will be advised to the Purchaser prior to completing the Course Registration Form.

Quality

The Company is a Registered Training Organisation (RTO) and as such, is compliant with the relevant standards set under the Australian Quality Training Framework, ensuring systems are in place to plan for and provide quality training and assessment across all of its operations.

Access & Equity

The Company applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes as required under the Australian Quality Training Framework. Should the Purchaser have any specific access or equity requirements or queries, please contact the Company prior to undertaking training.

Cancellations & Refunds Policy

- Should a cancellation of enrolment be advised within 3 - 10 days prior to the course, the Purchaser will be automatically enrolled into a future equivalent course, or may request a full refund.
- Should a cancellation of enrolment be advised within 3 days prior to the course, a cancellation fee of 50% of the course fee is applicable.
- The full course fee will be charged to the Purchaser for cancellations made within 24 hours prior to the course.
- Should a non-attendance occur (the course has commenced with no notice given), no refund or transfer is applicable and the entire cost of the course will be due and payable in full.
- Any cancellations must be supplied by the Purchaser in writing to the Company.

Appeals and Complaints Procedure

As a Registered Training Organisation (RTO), the Company has a formal appeals and complaints procedure. Should further information be required, please contact us on 1300 227 354.

Legislation

The Company ensures all relevant Commonwealth and State legislative and regulatory requirements, including Australian / New Zealand Standards are both incorporated into training courses and are followed in the conduct of its' business.

Recognition of Prior Learning (RPL)

As a Registered Training Organisation (RTO), the Company has a formal process in respect to RPL. Should further information be required, please contact us on 1300 227 354.

Assessment Methods

The Company will conduct assessments in a fair and equitable manner. The Company's assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the scope of its registration.

Literacy & Numeracy

The Company endeavours to enhance effective participation by all students, in the workplace and communities. Most of our training courses require the participant to have basic literacy and numeracy skills. Should the Purchaser have any concerns in this regard, please contact the Company to ensure a learning strategy is developed to ensure effective delivery of training.

Access to records

In the event that you require to obtain a second copy of your statement of Attainment or wish to view your training records, please contact us on 1300 227 354. Please note: Due to privacy reasons, information regarding another learner cannot be disclosed unless written permission has been received.