

Green Business Audit & Training - Fees, Terms and Conditions Policy *

Conditions:

Enrolment and entering into an Individual Training Agreement includes a requirement to agree to the following conditions:

- I am over 18 years of age.
- I have read and agree to abide by GBAT's Student Handbook and relevant Policies and Procedures available at www.greenrto.com.au
- I have read and understood GBAT's Code of Practice and Fees Terms and Conditions Policy
- Deposits shall not be refunded to the student under any circumstances unless GBAT cancels the course.
- Enrolment cannot be processed until fee for the course is paid. If the balance of the fees I owe is not paid in full at time of enrolment I must provide payment as otherwise requested by GBAT. Please note that if payments are not strictly adhered to, GBAT has the right to suspend students from classes immediately.
- Regular punctual attendance in class is required. Absence of any kind from class must be discussed with GBAT as soon as possible. Late arrivals will not be admitted to class.
- GBAT reserves the right to expel any student from attending a course who does not follow GBAT's procedures as stipulated as per GBAT policy.
- I understand that a Parchment (Statement of Attainment/ Qualification Certificate) will not be issued unless course fees have been paid and I have passed the required course assessments. This includes any non-payment of fees by my employer.
- GBAT reserves the right to change the syllabus as and when necessary, to keep pace with the constant changes that occur in the student's field of study
- GBAT reserves the right to defer or cancel courses. I understand I am entitled to a fee refund as set out in GBAT's Fees Terms and Conditions Policy
- If I wish to withdraw from a course I must give notice in writing. Once commenced, course fees cannot be refunded.
- I am aware that I can apply for Recognition of Prior Learning and Credit Transfer (RPL/CT) and must do so at the time of enrolment by lodging an RPL/CT Application in writing with GBAT.
- Academic misconduct is outlined in GBAT's Academic Misconduct Policy and I am aware that cheating and plagiarism on my part may result in my enrolment being terminated. I will not be able to complete further studies with GBAT.
- I understand that GBAT may refuse my enrolment if the course has already commenced
- I understand that GBAT may refuse, vary, reverse or terminate my enrolment on the basis of untrue, misleading or incomplete information.
- I understand that my enrolment may be rejected if pre-requisite, co-requisite and anti-requisite conditions are not met

Course Fees: Published course fees include all costs including course fees and materials.

Terms:

1. All invoices require payment within seven (7) days.
2. Full payment required upon enrolment unless otherwise advised. Students who request cancellation of enrolment or transfer to another course must do so in writing. Failure to attend a course without prior notification will result in forfeit of course fees.
3. Late payments of fees on overdue accounts may incur a 5% charge.
4. Late payment of fees on overdue accounts may hinder assessment of assignment work and students may not be permitted to continue attending their course
5. GBAT will not charge more than \$1500 in course fees from each individual student prior to the commencement of a course. Following course commencement, payment of the remainder of fees must be paid in advance proportionally according to the course fee schedule. This does not apply when third parties are paying the fees e.g. an employer or other third party funder.
6. Where materials (i.e. learner guides and assessment resources) are issued as part of program preparation this will not occur unless the required fees have been paid.
7. In accordance with our Issuance Policy, Qualification Certificates and Student Academic Statement of Results will be issued once all fees have been paid
8. Parchments will be mailed electronically to the Student's email address up to 30 days after being issued, with hard copies mailed via Australia Post upon written request and within 7 business days after receipt of the required fee of \$35 + gst. Requests for reissuance of Parchments beyond 30 days post original issuance will be considered a qualification testamur replacement (See below)
9. Request for qualification testamur replacement can be received verbally and must be confirmed in writing. A fee of \$100+GST is payable prior to the issuing of the replacement document, and will be provided via hard copy only within 14 days of receipt of payment

10. Students who are deemed Not Yet Competent' (NYC) after undergoing assessment will be offered further training for up to one hour maximum and one resubmission of assessments without incurring further fees. This must occur within the timeframe designated by GBAT. Additional training fees are \$150 per hour. In cases where assessments have not been submitted within the course timeframe, a fee of \$150 will apply for each late submission to be assessed. Similarly, if you re-submit an assessment previously marked Not Yet Competent outside of the agreed training contract time, a fee to mark these assessments may also apply.
11. All students wishing to apply for RPL must first enrol in their chosen course of study. RPL enrolments will be charged at the same fee as undertaking the course of study.
12. Replacement of learner guides and assessment resources will incur additional fees of up to \$100 per learner guide and \$50 per assessment resource.
13. A 1.5 % merchant fee applies to all debit/credit card payments

Terms: Cancellations and Refunds:

1. Students wishing to withdraw from a course must notify GBAT within 7 days.
2. Students must request a refund in writing. The request will be processed and the student notified of the outcome. Refunds granted will be transacted at the end of the month in which the cancellation notification was received, or at the end of the next month if the notification was received within 5 business days of the end of the month. Where a student has purchased learner guides and assessment resources and wishes to request a refund they must do so in writing. A refund will be issued only if the materials are in as new condition.
3. No refund if cancelled within 10 business days of course commencement.
4. 50% refund if cancelled 11 to 28 working days prior to course commencement.
5. Full refund if cancelled more than 28 working days prior to course commencement.
6. A \$300 administration charge + GST & merchant fees (if applicable) will be applied to any refund.
7. You may transfer to another course date, if available, if requested no less than 10 working days prior to the course commencement date, in which case no refund applies if you subsequently cancel your enrolment.
8. Green Business Audit & Training reserves the right to cancel or postpone a course to an alternative date. In such cases, all enrolled participants will be offered a **full refund** or the opportunity to attend the next available course.
9. In the event that GBAT closes or otherwise ceases to provide services as agreed, we will fund your completion of the same course with another training provider or refund your fees in full

Special Considerations

Green Business Audit & Training understands that sometimes circumstances beyond a student's control may affect their ability to attend a course in which they are enrolled. In such instances we will consider making special considerations regarding the particular circumstances and take a course of action outside of our normal refund policy. In these situations the student must make an application, in writing with supporting documentation, to the Chief Executive Officer outlining their case for consideration. The Chief Executive Officer will determine whether GBAT considers the application is reasonable and will decide if a course of action which falls outside of our normal refund policy will be undertaken

Complaints and Appeals Process

Should a student be unsatisfied with the outcome of a course of action undertaken by GBAT with respect to this policy, the student must make formally outline the nature of the objection in writing to the Chief Executive Officer. A copy of our Complaints and Appeals Policy is available on our website at www.greenrto.com.au.

*This policy is subject to change without notice

