

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

*This policy is subject to change without notice

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 the GBAT/STC **Student Handbook and relevant Policies and Procedures** available at www.greenrto.com.au and www.solarrto.com.au **including this policy**
- Enrolment cannot be processed until fee for the course is paid. If the balance of the fees owed is not paid in full at time of enrolment, payment must be provided as otherwise requested by GBAT/STC. Please note that if payments are not strictly adhered to, GBAT/STC has the right to suspend students from learning and assessment services immediately.
- Regular punctual attendance in class is required. Absence of any kind from class must be discussed with GBAT/STC as soon as possible. Late arrivals will not be admitted to class.
- GBAT/STC reserves the right to cancel the enrolment of any student who does not follow GBAT/STC's procedures as stipulated as per GBAT/STC policy.
- I understand that I am required to show academic progress in my studies and that failure to do so within the specified training contract duration and any subsequent submission extensions may result in the cancellation of my enrolment
- I understand that marking of submitted assessments may be delayed until I have completed payment of my course fee in accordance with the due date of my invoice and/or my agreed payment schedule.
- 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/ a third party
- GBAT/STC 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/STC reserves the right to defer or cancel courses. I am entitled to a fee refund as set out in this 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 and that course fees apply
- Academic misconduct is outlined in GBAT/STC's Academic Misconduct Policy and I am aware that cheating and plagiarism on my part may result in my enrolment being cancelled and that I will not be able to enrol in further studies with GBAT/STC.
- I understand that GBAT/STC may refuse my enrolment if the course has already commenced
- I understand that GBAT/STC 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 and /or co-requisite conditions are not met

Course Fees: Published course fees include all costs including course fees and materials unless otherwise specified

Terms:

1. All invoices require payment within seven (7) days unless otherwise advised
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 halt training and assessment and students may not be permitted to continue attending their course
5. GBAT/STC will not charge more than \$1500 in course fees from each individual student prior to the commencement of a course. This does not apply when third parties are paying the fees e.g. an employer, business or other third party funder. Following course commencement, payment of the remainder of fees must be paid in advance proportionally according to the course fee schedule or payment plan provided.
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 only if all fees have been paid
8. Parchments will be mailed electronically to the Student's email address within 21 days of being issued.

9. Hardcopies are mailed on request via Australia Post and a postage and handling fee of \$30 + gst will apply
10. A request for a qualification testamur replacement can be received verbally or in writing. A fee of \$100+GST is payable prior to the issuing of the replacement document and will be provided within 14 days of receipt of payment.
11. Students who are deemed Not Yet Competent (NYC) after submitting assessments **within the agreed timeframe of the training contract** will be offered further training for up to one hour maximum without incurring further fees. Additional training fees are charged at \$150 per hour.
12. In cases where assessments have **not been submitted within the agreed timeframe of the training contract**, a fee of \$150 will apply for each late submission to be assessed.
13. Similarly, if you **re-submit an assessment previously marked Not Yet Competent outside of the agreed timeframe of the training contract**, a fee of \$150 may apply for each late submission.
14. All students wishing to apply for RPL must first enroll in their chosen course of study. RPL enrolments will be charged at the same fee as undertaking the course of study.
15. Replacement of learner guides and assessment resources will incur additional fees of up to \$100 per learner guide and \$50 per assessment resource.
16. 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/STC 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.
3. Where a student has purchased learner guides and assessment resources and wishes to request a refund they must do so in writing. Such a refund will be at the discretion of GBAT/STC and will be issued only if the materials are in as new condition.
4. Learner guides and assessment resources issued to a student who requests a refund must first return them in good condition before a refund will be applied. Any electronic materials provided must be destroyed and confirmation of their destruction must be provided in writing to GBAT/STC
5. Deposits will not be refunded to the student under any circumstances unless GBAT/STC cancels the course.
6. No refund if cancelled within 10 business days of course commencement.
7. 50% refund if cancelled 11 to 28 working days prior to course commencement.
8. Full refund if cancelled more than 28 working days prior to course commencement.
9. A \$300 administration charge + GST & merchant fees (if applicable) will be applied to any refund.
10. 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 in that course.**
11. GBAT/STC 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.
12. In the event that GBAT/STC closes or otherwise ceases to provide services as agreed, we will fund your completion of any remaining learning and assessment 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/STC 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/STC with respect to this policy, the student must make formally outline the nature of the objection in writing to the Chief Executive Officer using a Complaints and Appeals Form. A copy of our Complaints and Appeals Policy is available on our website at www.greenrto.com.au. The Complaints and Appeals Form must be lodged within 7 days after requested. END.