

PRE-ENROLEMENT INFORMATION | FEES AND CONDITIONS

Overview

Core Crew Training provides the following information to all students who have indicated they intend to enrol in a course with us. A course flyer is also available to all students on enquiry for specific courses. The flyer provides details about units of competency and the qualification or skillset they are linked to.

Additional information is available in the CCT student handbook which is available online at www.corecrewtraining.co/student-information under the student information tab and is also provided to all students by their trainer at commencement of their course.

It is important you read this information prior to completing your enrolment. On payment you are agreeing to abide by our policies and procedures and you are acknowledging that you have read and understood the following:

1. Fees

1.1. Clients seeking to enrol in a course with CCT will be advised of all fees and charges associated with a course – including course fees, administration fees, material fees where applicable and any other charges indicated on relevant marketing material, student information and on our website.

2. Payment

2.1. Fees must be paid in full upon commencement of your course unless management has approved other arrangements such as payment plans. In some circumstances fees are required to be paid separately for training and assessment. Assessment will not take place unless both components are paid in full.

2.2. For group bookings we will invoice the company/employer prior to commencement of the course. Our standard invoice terms are 7 days.

2.2.1. Total fees are due and payable as specified on the tax invoice or at time of enrolment.

2.3. Payment is accepted in cash or by credit card.

2.4. The student acceptance agreement provided on the enrolment form is considered an acceptance of all fees and charges associated with your enrolment.

2.5. Failure to pay any outstanding fees or charges within 14 days of final notice issued may result in any or all of the following, until the full amount is paid:

2.5.1. Suspension from attending scheduled training or assessment.

2.5.2. Loss of access to participant support.

2.5.3. Inability to graduate or be issued certification for courses completed.

2.5.4. Termination of enrolment.

2.6. CCT reserves the right to withhold the issuing of qualifications and/or statement of attainments until all fees have been paid.

2.7. You may be asked to produce your receipt when you attend class by your trainer. Students will be asked to leave the course if they are not enrolled or are unable to prove that they have enrolled.

2.8. If a third party is paying fees on your behalf (e.g. employer or agency) a purchase order from them is required prior to you being enrolled and attending your course.

3. Rescheduling High Risk Work Licensing Assessments

3.1. If you cancel or request to change your scheduled assessment with less than 72 hours' notice you will be charged a \$500 rescheduling fee.

3.2. If you fail to attend a scheduled assessment you will be charged a rescheduling fee of \$500 to rebook your assessment.

3.3. There will be no offer to change the scheduled date unless a medical certificate is provided. Other exceptional circumstances will be considered by CCT management on a case by case basis.

4. Withdrawals and refunds

4.1. Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced must apply to CCT in writing by completing a withdrawal form/application for refund form. Students who have not completed this documentation will not be eligible for consideration of a refund or reduction in fees.

4.2. Should you decide not to continue with a course within the first four (4) hours of attendance you will be refunded course fees less a charge of \$50 for administration costs.

4.3. Should you decide not to continue with a course after 5pm on the first day of attendance a refund will not be payable.

4.4. No refund is applicable should you not achieve competency in a particular unit.

4.5. If you have exceptional circumstances preventing you from attending your course and you have discussed this with management prior to its commencement a refund will be considered and granted at the discretion of CCT management.

4.6. Non-attendance by employees or job services clients will result in a fee of 100% of the course cost for the individual/s failing to attend.

4.7. Should a student listed on a purchase order provided by a third party choose to withdraw from a course, the party will be notified and the situation will be discussed with that party before a final decision is made. In the event that the student is withdrawn from the course the provider of the purchase order will incur a withdrawal fee of 100% of the course cost as listed on the current CCT price schedule.

5. Cancellations

CCT reserves the right to cancel courses where necessary and to change dates, programs and venues if applicable;

5.1. If management cancels a course before it starts a full refund will be provided to you.

5.2. If you are unable to attend your course due to changes in dates or location by CCT a full refund will be provided.

5.3. For group bookings you must give a minimum of 72 hours' notice for cancellation of courses.

5.3.1. You will be liable to pay the amount equal to 50% of the total fee that would have been payable by invoice had you not cancelled, together with any travel costs incurred by CCT as a result of late cancellation.

5.3.2. If you give less than 72 hours' notice of cancellation 100% of the total fee payable will be due.

6. Extenuating circumstances

6.1. Should you be experiencing extenuating circumstances such as ill health or hardship and you cannot continue with your course we will be understanding of your situation. In these circumstances CCT management will determine the refund if applicable depending on each individual's case after consideration to ensure a fair outcome for both parties.

6.2. CCT management may change or waiver the terms of the refund policy only in circumstances that are agreed upon and beneficial to the client.

7. Unique Student Identifier

7.1. Students undertaking nationally recognised training are required to have a Unique Student Identifier (USI). Students are advised that they will need to provide their USI number on their first day of attendance. Those students who require CCT to register for a USI number on their behalf will be advised of the application process and the ID they will need to present on their first day of attendance. Any student who is unable to provide the required ID will be required to apply to override the USI system using a DVS override form. It is a requirement that CCT submit your personal information to ICARE so that you may obtain your USI. Your consent is required for us to use your information for this purpose. Your declaration of consent is located on the student enrolment form. Students are required to have a valid and verified USI before CCT can issue a qualification or statement of attainment. A small number of exemptions from the Unique Student Identifier (USI) scheme and an amendment to the National VET Provider Collection Data Requirements Policy have been agreed. Only where an exemption applies will CCT be able to issue qualifications or statements of attainment to students who do not have a USI.

8. Complaints and appeals

8.1. As a student you are encouraged to first discuss any issues with your trainer/ assessor. If you cannot resolve your concerns informally with your trainer/assessor then you need to provide CCT with a written outline of your complaint. On receipt of your complaint CCT management will appoint a person or persons to deal with your issue. CCT will make every effort to resolve disputes in a timely and appropriate manner. Management will inform students of receipt of complaint within 48 hours and advise the complainant of the requirement for natural justice principles to be afforded to the other party (if applicable). Student will be advised of the resolution and outcome within seven (7) days of receiving the complaint. If the student accepts the outcome/resolution the matter is considered resolved and the complaint finalised. If the student does not accept the decision they must submit an appeal in writing to the CEO within seven (7) days of decision by Management. After reaching a decision the client will be notified in writing within seven (7) days of the review (and hearing if applicable). The CEO's decision is final. Clients who are not satisfied with the complaint process and outcome may refer the matter to an independent arbitrator acceptable to both parties at their own cost.

8.2. Appeals against the assessor's assessment decision should be verbally lodged with the assessor at the time of being informed of the competency decision. The assessor will review the evidence and make a decision within seven (7) days. Should

you lodge an appeal against the decision it may be necessary to reassess you with another assessor. If after further assessments the Training Director determines that the client has not reached competency but the client does not agree with that decision, then the client may submit his/her further appeal, in writing, to Chief Executive Officer. The appeal is to be lodged no later than seven (7) days after the initial decision by the Training Director. The CEO will appoint a chairperson of the Academic Appeals Committee to review the clients appeal. The client will be invited to attend a hearing where they can put their case forward. After reaching a decision the client will be notified in writing within seven (7) days of the hearing. The committee's decision is final. Clients who are not satisfied with the appeal process and outcome may refer the matter to an independent arbitrator acceptable to both parties at their own cost.

9. Access and equity

9.1. CCT will meet the needs of individuals, and the community as a whole, through the integration of access and equity guidelines. We ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. All staff at CCT have a responsibility to ensure that student selection for programs is non-discriminatory and encourages fair access for people from groups that are marginalized in vocational education and training. Trainers also ensure that access and equity principles are at the forefront when designing training and support services.

10. Rules and regulations

10.1. As a student you are expected to abide by the rules and regulations set out in your handbook. The rules at CCT are designed to protect the safety, health and security of all students and staff while on its premises. All staff, visitors, contractors, sub- contractors and staff are expected to abide by these conditions as per CCT policies and procedures.

11. Changes to personal details

11.1. It is important that you advise us as soon as possible if you change your name, address or contact details or if you wish to withdraw from or change a course during your period of study so we can update your details in our records. Keeping your details current will ensure important correspondence and your results are forwarded to the correct address.

12. Insurance

12.1. CCT maintains public liability insurance to meet its legal obligations. All injuries/incidents that occur on CCT premises must be reported. Students on being injured or involved in an incident must advise their trainer or an CCT staff member of the event and seek first aid/medical attention where applicable. CCT has a number of trained first aid officers on staff. A report must be completed within three

(3) days of the event that is signed by the trainer/assessor and provided to management for investigation.

13. Privacy Declaration

13.1. CCT will not disclose any information we gather about our staff or clients to any third party without obtaining written consent prior. We use the information collected only for the services we provide. No staff or client information is shared with another organisation. Should staff or clients seek access to their information we have a documented procedure requiring authorisation before this can occur. As an RTO we are required to comply with legislative and regulatory requirements to ensure protection of personal information.

CORE CREW TRAINING CONTACT DETAILS

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