

# Terms and Conditions for Students



**\*\*\*Before enrolling in training, please ensure you read the following terms and conditions\*\*\***

## Course Bookings

Your booking confirmation will confirm your agreement to the terms and conditions below, and the cancellation and refund policy.

- A 25% deposit is required at time of enrolment. Balance is due prior to commencement of training
- Your place within the course cannot be confirmed until the 25% deposit is received
- To uphold the quality of training, there are maximum numbers of participants allowed on courses. Should bookings exceed these numbers, WA Skills Training may elect to split the course or refuse to take any further enrolments for that particular course
- Quotations are valid for 30 days. Please ensure that you book your training within 30 days of the date of the quotation

## Cancellation and Refund Policy

**Please consider the cancellation policy carefully before making a commitment to undertake training.**

WA Skills Training does not accept liability for loss or damage suffered in the event of any cancellation. In the event of personal emergency, applications for a refund will be dealt with on an individual basis.

Possible refund options may be, but are not limited to the following methods; credit card and electronic transfers.

All requests for a refund must be put in writing and emailed to [accounts@waskills.com.au](mailto:accounts@waskills.com.au).

**In the event that WA Skills Training cancels the training course:**

- Student/ Client will be offered alternative dates if the training is rescheduled
- If the training is not rescheduled or the dates offered do not suit the student and/or client, the student/client will be refunded in full within 5 days of the training cancellation

**Course cancellation by student:**

- Course will be moved at no cost to the student, or cancelled upon request with no charge if WA Skills Training are notified 24 hours prior to the commencement of the course
- The deposit of 25% is NON REFUNDABLE if the student cancels their booking within the 24 hours prior to commencement of the course

**Non Attendance of student:**

- The deposit of 25% is NON REFUNDABLE if the student does not arrive at the training centre
- If the student has made full payment of the course fees and does not attend or contact the training centre prior to the commencement of the course, 25% is NON REFUNDABLE with the balance being transferred to an alternative course date. The student will need to pay 25% of the course fee at time of rescheduling

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**Student Withdrawal after course has commenced:**

- Course fees are NON REFUNDABLE in this instance

**Not Yet Competent:**

- If a student is deemed not yet competent, they are entitled to one free assessment re-sit
- Each subsequent re-sit will attract full course fees, less Worksafe fees if applicable

**Online Training cancellations and refunds:**

- In the case of payment being made prior to course commencement, should the student withdraw prior to enrolment ie. login details being sent - a \$45 administration fee will be withheld
- There will be no refund once a student has been enrolled and their login details have been emailed, as the course is deemed commenced
- Students who are unsuccessful after one attempt will need to attend the face-to-face refresher. A \$45 administration fee will be deducted from the fee already paid. The remaining balance can be used towards the cost of attending the face-to-face refresher

**RPL cancellations and refunds:**

- RPL evaluation of evidence costs are NON REFUNDABLE.