



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

Course Bookings

Your acceptance of our 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 unless the client holds an approved trade account. Balance of the training cost is due at least one business day prior to the commencement of the training booking.
- For clients with an approved trade account, a valid Purchase Order must be received within the timeframes outlined in our Tentative Bookings Policy
- A place in the course cannot be confirmed until the 25% deposit or Purchase order is received. If the course becomes fully booked, the place may no longer be available if the deposit/purchase order has not been 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 not accept any further enrolments for that course and date.
- Formal quotations will only be issued for clients with an approved trading account. Cash Sale clients may be issued with either generic price information or an invoice for payment.
- Quotations are valid for 30 days. After 30 days, prices quoted may be subject to change.
- A quotation does not reserve a place in the course. If the course becomes fully booked before booking requirements are received, it may not be possible to enrol the student/s for that date.

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.

Refunds may be processed by EFTPOS or bank transfer at the discretion of WA Skills Training.

All requests for a refund must be put in writing and emailed to accounts@waskills.com.au

If 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 business days of the training cancellation.

Course cancellation by student:

- If notified at least one full business day prior to the commencement of the course, student will be moved or cancelled at no cost.

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- If a booking is cancelled or rescheduled less than 1 full business day prior to commencement of the course, any advance payments are NON REFUNDABLE. Clients with a purchase order will be charged for full course fees less any Worksafe fees.

Machine hire fees on cancellation of course/VOC.

- If a client cancels a booking that involves machine hire arranged by WA Skills Training, the client will be responsible for all associated costs regardless of when the booking was cancelled.
- Bookings have been deemed as commenced on the arrival of machinery at the training location. If the client cancels training after machinery delivery then full booking and hire fees will be charged.

Non Attendance of student:

- If the student does not arrive at the training centre by the advised start time of the course, no refund will be made. Any prepaid WorkSafe Fees may be used towards a rescheduled booking within a reasonable timeframe or a request can be made for a refund of the WorkSafe fee.
- If a student booked on a purchase order does not arrive in time for the commencement of the course, the full course fee excluding WorkSafe fees will be payable.

Student Withdrawal after course has commenced:

- If a student withdraws after the course start time, full Course fees are payable, and if paid prior to the course commencement no refund will be made.
- In extenuating circumstances, a request can be made for transfer of payment to a rescheduled course date.

Not Yet Competent:

- If a student is deemed not yet competent, they are entitled to one free assessment re-sit to be scheduled within 3 months of the assessment date, or if courses are fully booked, the next available date after the 3 month period.
- 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 online 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.

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