

# SCHRAMM GROUP TRAINING PTY LTD

## TERMS & CONDITIONS

### COURSE ENROLMENT/ADMISSION

All applicants for enrolment are required to satisfy Schramm Group Training that they meet all the pre-requisite requirements. We also reserve the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus or Training Package.

Any participant who does not provide the relevant exemption of a USI (Unique Student Identifier) documentation from the governing body will not be issued with a statement of attainment.

It is the responsibility of the applicant to have their USI **PRIOR** to enrolment and/or course attendance, this must be provided to the RTO as a pre-requisite requirement.

All training costs and fees associated with the courses offered are outlined in the relevant course information page/literature and are provided to the applicant at the time an initial enquiry is made.

\*Note: Enrolments will not be confirmed until payment has been received in **FULL**. It is non-negotiable that full payment is due **PRIOR** to course commencement.

Company/Group Booking Requests are to be requested via our online booking form only.

### REFUNDS

All applications for refund of fees are considered.

A full refund of fees is available up to 10 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances does not incur a penalty which shall be requested in writing to the Administration Manager. However, the administration fee is non-refundable. Refund of the merchant fee may be applicable.

Should the RTO cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of RTO Management, Tristar Education Pty Ltd and may be negotiated on an individual case-by-case basis.

### CANCELLATIONS

Where cancellation is made less than 10 working days in writing prior to the commencement of a course, the applicant will be eligible for eighty percent (80%) refund on enrolment/course fees.

Where cancellation occurs up to five (5) business days prior to the commencement of a training program, no refund applies.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

### COMPLAINTS

Schramm Group Training Pty Ltd will ensure any complaint is dealt with in a fair, effective and timely manner. We encourage and value our client's views and opinions.

To lodge a complaint in writing please email [training@schrammgroup.com.au](mailto:training@schrammgroup.com.au) or by phone **(07) 3608 4202**. Any substantiated complaint will be acted upon and used as an opportunity to improve the services offered by Schramm Group Training.

Should a learner wish to speak with an external organisation about a complaint, they can contact the National VET Regulator (ASQA) information line to discuss if they can help with the complaint, call **1300 701 801** or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au).

### PRIVACY

Student details remain confidential. Any change of address must be given to Schramm Group Training in writing. It is the student's responsibility to ensure that personal details are current and correct. Students/clients are informed of the process to gain access to their records. A student/client request for permission to access individual student/client records must be in writing.

Schramm Group Training Pty Ltd in its operations and provisions complies in all ways with the Privacy Amendment (Private Sector) Act 2000. This prevents any students details being provided to any other person other than the student without the express permission of the individual concerned.