

Terms and Conditions

Enrolments

All enrolments are accepted subject to availability and similarly are subject to the following terms and conditions.

Fees and charges

Prior to the commencement of the nominated training course all fees and charges must be paid in full if the cost of the course is less than \$1,500.

Where the course cost exceeds \$1,500 the initial payment required will be \$1,000 and the balance due after commencement of the course and must be paid in full prior to completion of the course.

All fees consist of a **non-refundable administration fee** and enrolment fees.

No course materials; login details; online access or enrolment confirmation will be available until payment has been received

Payments can be made by credit card; direct credit; cheque, cash, or purchase order.

Course Prices

PRET Australia reserves the right to vary its prices and services.

All prices are quoted in AUD \$.

All accredited courses are GST free.

Non-accredited courses are quoted GST inclusive

Transferring Enrolments

In the event that the trainee is unable to commence the course originally chosen for enrolment, they may request a transfer to another scheduled course date. These requests must be made no later than 7days prior to the commencement date of the original chosen enrolment. The request will be subject to availability and management discretion and will not be valid unless all fees and charges are paid in full. Enrolments may not be transferred to another trainee unless agreed by PRET Australia.

Refunds and Cancellations

It is the policy of PRET AUSTRALIA to ensure that all applications for refund of fees are considered.

All courses comprise **non-refundable administration fee** of \$100:00 and enrolment fees.

The administration fee is non-refundable.

Up to 10 business days prior to commencement of training

- A full refund of enrolment fees is available up to ten (10) business days prior to the commencement of the training program. Cancellation of enrolment under these

circumstances does not incur a penalty. However, the **administration fee is non-refundable**.

Between 5 and 10 business days prior to commencement of training

- Where cancellation is made less than ten (10) business days prior to the commencement of the training program, the applicant will be eligible for eighty percent (80%) refund of enrolment fees. The **administration fee is non-refundable**. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

Less than five (5) business days prior to commencement of training

- Where cancellation occurs less than five (5) business days prior to the commencement of the training program, no refund applies. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

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.

Training is deemed to have commenced;

- Classroom – the first day of the course
- External or correspondence – when course materials have been made available either electronically or in hard copy

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to PRET AUSTRALIA. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time the initial payment is made.

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 the CEO, PRET AUSTRALIA and may be negotiated on an individual case-by-case basis.

Complaints

All complaints should be made in writing to PRET Australia management. For further information on complaints, grievances and appeals processes, please contact us.

Acceptance of Terms and Conditions

Successfully completed enrolments, course commencement and/or receipt of course material constitutes acceptance of the above Terms and Conditions. By commencing the course, the learner hereby understands and agrees to abide by the Terms and Conditions set out above.