

Public Training Course Terms and Conditions

The following terms and conditions apply to all purchases of public training courses conducted by or on behalf of DTE Training & Safety Skills (DTE).

Course Bookings and Fees

Fees are payable in advance for each course. A client is not considered enrolled and is therefore not eligible to attend class room training, seminars, workshops or tutorials until the required fees are prepaid.

A booking confirmation and tax invoice will be posted or emailed following full payment received by DTE.

Payment can be made by cash, direct deposit, credit card or purchase order.

Prerequisites

Each course outline will specify what the pre-requisites are prior to undertaking the training. Please ensure prior to booking a course that you meet the criteria and are able to substantiate that claim with evidence on commencement.

Proof of Identity

Proof of identity will be required for each course conducted by DTE.

Language, Literacy and Numeracy (LLN)

Each participant will receive LLN support, DTE will provide an assessment that will determine the level of support required for each client. Existing skills, knowledge and experience of each participant will also be taken into account. On completion of the assessment, DTE trainers can supply students with the necessary support or alternately provide information of English literacy and numeracy programs and services.

Recognition of Prior Learning (RPL)

Students who have completed appropriate training or who through prior learning, life experience or community involvement believe that they have gained skills/competencies stipulated for a nominated unit of competency, may be granted credit upon substantiation of their claim. AQF qualifications and Statements of Attainment issued by other RTOs will be recognised by DTE Training & Safety Skills.

TR-F-02 Recognition of Prior Learning application form and TR-F-01 Credit Transfer form are available from DTE administrator upon request.

Our Commitment

DTE may accept payment of no more than \$1000.00 from each individual student prior to the commencement of the course. Following course commencement, DTE may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500.00

All monies received are held in a holding account and shall not be accessed until the course commences. All monies received in advance will be safeguarded and identified in the accounting system.

DTE guarantees that once enrolment for a particular course is accepted, this organisation will complete delivery of the course. In extreme circumstance arrange for the client to complete the training at another nearby RTO with minimal disruption to the client.

Where a course is offered over a period longer than one semester, the total fees payable on enrolment are limited to that particular semester. The administrative fee is only payable once at the time of initial enrolment in a particular qualification.

One attempt at an assessment is included in the tuition and assessment fees. Should a student be deemed not yet competent, a training plan and price structure shall be negotiated on a case by case basis.

A statement of attainment will be issued on successful completion of a nationally recognised course. A \$25 one off charge will be levied for reissue of these documents.

Cancellations & Transfers

DTE provides a fair and equitable refund process for clients which will only be varied where a contract of agreement exists to show otherwise.

Clients who wish to cancel their enrolment prior to course commencement may request a refund in line with this policy by completing FN-F-02 Refund Request Form.

Where DTE conducts training for an organisation under contract there are no charges to the individual participants, therefore, no refunds will be provided directly to them.

1. Cancellations received more than 10 working days in advance of the commencement of the course will be able to transfer to a future course without penalty on one occasion only. Cancellations will otherwise attract a 10% administration fee, and the balance of the course fee refunded.
2. Cancellations received between 5 and 10 working days before commencement of the course will forfeit 50% of the course fee.
3. Cancellations within 5 working days of the start of the course will forfeit 100% of the course fee.
4. Transfer to another course date is acceptable up to 5 working days before commencement of the course on one occasion only. A 10% administration fee will apply.
5. Non-attendance without notice will result in the full course fee being charged.

In all cases a substitution of participant to attend the original course can be made without penalty.

Where clients wish to finalise incomplete competencies in a future program, the original fee payment can be used as credit towards that program within 6 months of initial payment.

Course Cancellation by DTE

Enrolment is accepted on the basis that DTE will not be held liable for costs incurred due to course cancellation or rescheduling. DTE will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where DTE cancels any training course.

Course dates and fees are subject to change without prior notice.

Further Information

Access and Equity

Our Access & Equity Policy within QA-PO-01 ensures that student selection decisions comply with equal opportunity legislation.

Privacy

DTE is bound by the Privacy Act 1988. The Act provides protection for personal information about you that is handled. The personal information disclosed by you will be used for the purpose of identifying you and confirming participation only. Financial information disclosed will be used for the intended purpose only. Personal information is held in a protected secure environment.

You may at any time request access to your personal information held by DTE Training and Safety Skills.

Complaints and Appeals

Participants may raise matters of complaint /appeal verbally with their trainer/assessor. Should the participant not be satisfied with the outcome of the discussion then the participant is required to put their concerns in writing on the complaint form QA-F-03 Student Complaint Form for action.

Clients who dispute their refund request as a result of this policy may take action by submitting QA-F-03 Student Complaint Form in accordance with the QA-PR-07 Complaint Procedure.

Copyright

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<i>Related Documents</i>	
QA-PO-01	National VET Regulator Compliance Policy