

Terms and Conditions

PAYMENT

A completed enrolment form must be returned to Core Industry Training before registration in a course can be finalised.

Nominated enrolment fees must be paid before registration can be finalised and course material is delivered. Payment methods include credit card, direct deposit, cheque/bank cheque or cash or payment plan.

PAYMENT PLANS

Clients who choose to pay their tuition fee by instalment will be required to provide their credit/debit card details and authorise Core Industry Training to deduct \$290.00 per month. This will occur on the **20th of each month** or the next business day if the 20th falls on a weekend.

Once the tuition fee is paid in full, the payments will cease.

Core Industry Training charges a 5% administration fee above the tuition fee for this service and this is included in the monthly deduction.

Core Industry Training will keep all client details in a secure environment.

Final certificates will only be issued when all course fees have been received and fees may apply for re-issuance of replacement certificates.

REFUNDS

Course refunds will be considered under the following circumstances:

- 3.1 Where a client enrolls in a qualification or unit of competence that is postponed by Core Industry Training and a new commencement date allocated. The client will be provided with the opportunity to either commence on the amended commencement date or withdraw with a full refund.
- 3.2 Where a client chooses to withdraw from a program prior to commencement, (in writing), a full refund of all monies will be paid to the client. Should the client choose to postpone their enrolment to commence at a later time (within three months), the fee paid will be retained and transferred to the new enrolment. If the client does not subsequently enrol, a refund will be issued.
- 3.3 If an enrolled client decides to cancel and not participate in a qualification within 14 days of commencement, a \$50 administration fee will be charged and if applicable, the remainder of the fees refunded.
- 3.4 Where a client cancels their enrolment after 14 days of commencement, fees paid up to date of cancellation are not refundable, unless evidence of extenuating circumstances can be supplied. In this instance, a client may apply for a refund by making a written request supported by documented evidence to the Director, Core Industry Training. The administration fee will still be charged in this instance.
- 3.5 The client will not be responsible for the balance of the qualification.

All refunded fees are paid directly into a nominated bank account.

COURSE PARTICIPATION/COURSE MATERIALS

All relevant course material will be provided by Core Industry Training throughout the duration of a course apart from the following:

- Certificate IV in Building and Construction (Building) participants will be required to have their own access to the Building Code of Australia and AS1684.2 Residential Timber Framed Construction
- Independent research for practical assessment tasks may be required

Computer access and a basic level of computer skills will be required for most assessment tasks. Please contact CIT prior to enrolment to discuss possible options if you do not meet the above criteria.

Clients will be provided with information regarding the nominal duration of their program at the start of their training.

Support will be available at all times during training and clients are encouraged to seek the assistance of their trainer on a regular basis.

Any changes to client personal details – address, phone number etc – during a course **must** be forwarded to Core Industry Training as soon as possible. Failure to do so may result in a re-issue fee for any certification documentation.

UNIQUE STUDENT IDENTIFIER

All individuals studying nationally recognised training are required to have a Unique Student Identifier (USI) or "Student Identifier".

More information about the USI can be downloaded and viewed at the following website:

www.usi.gov.au/Clients/Pages/default.aspx

Without a valid Unique Student Identifier, Core Industry Training is unable to issue clients any completion documentation.

COURSE CANCELLATION

Core Industry Training reserves the right to cancel clients from courses if time frames are not met, clients fail to submit work, make contact with their trainer or respond to reasonable requests/enquiries regarding their progress over a continuous period of three months – in accordance with Core Industry Training's enrolment policy

A re-enrolment fee of \$250.00 (two hundred and fifty dollars) will be payable for clients wishing to continue in a course following a notice of cancellation

ASSESSMENT DECLARATION

All clients are required to complete and return declarations for both theoretical assessment questionnaires and practical assessment tasks when submitting their work for assessment. Such declarations confirm that all work is that of each client

Where plagiarism is evident, Core Industry Training reserves the right to take appropriate measures, which include the possibility of termination without financial recompense.

DISCIPLINARY PROCEDURES

At all times clients are to act with honesty, integrity and responsibility throughout their training and assessment.

Should a client, at any time, not act with honesty or integrity, disciplinary actions may be taken at the discretion of Core Industry Training's Management. This may include removal from a course.

Core Industry Training reserves the right to decline admission to a course; terminate a client's enrolment at any time; or change trainer or assessor at any time without notice.

Clients have the right to appeal these actions via the Core Industry Training complaints and appeals policy (available upon request)

ACCESS AND EQUITY

Core Industry Training is committed to principles of access and equity and maximising outcomes for all clients by ensuring that programs and services are relevant, accessible, fair and inclusive.

Core Industry Training also complies with the objectives of relevant Federal and State legislation and will meet the needs of individuals without discrimination regardless of sex, race, marital status, origin, language barriers, disability, and seek to assist individuals wherever possible to increase opportunities through vocational education and training by identifying barriers to participation and develop strategies that help overcome such barriers

COMPLAINTS AND APPEALS

Core Industry Training recognises that differences and grievances can arise from time to time and is committed to the early resolution of complaints and appeals in a manner that is fair and impartial to all parties involved. The following steps are implemented to ensure this happens:

- Inform us if you are dissatisfied, or have any concerns about our products, services, or processes
- If you feel you have been unfairly treated by a representative of Core Industry Training
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We will fully investigate all such complaints and appeals and strive to resolve them to the satisfaction of all parties. If you are not satisfied with the resolution we will refer the matter to an independent organisation.

Core Industry Training's complete complaints and appeals policy is available upon request and is also available via the Client handbook on the Core Industry Training website.

HARRASSMENT

Core Industry Training will not condone or tolerate harassment, victimisation or bullying of any kind

This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age

Occurrences of such behaviour must be reported to Core Industry Training management immediately for investigation and where necessary, disciplinary action will be taken

LANGUAGE, LITERACY AND NUMERACY

Our standard course material contains written documentation and assessments that require you to read and interpret and at times estimate and calculate. We recognise that not all people are able to easily write and perform calculations to the required standards and we are committed to providing assistance to people seeking to undertake training who may have special language, literacy and numeracy requirements. Referrals will be provided to specialist literacy and numeracy assistance agencies where appropriate.

PRIVACY

Core Industry Training will protect, as is reasonably possible, all personal information whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from such data.

Information contained in this enrolment form will be used by Core Industry Training for administrative and legal purposes only. No access to your enrolment details will be provided to any other party without your consent, in accordance with Core Industry Training's Privacy Policy and relevant State/Territory privacy legislation.

Information collected during training and assessment will be used to record your progress. Occasionally State or Commonwealth funding programs that support training and assessment may request, as part of funding contracts, that Core Industry Training submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

FUNDED STUDENTS ONLY (Department of Education, Training and Employment)

If you have been provided with a funded position through QLD Gov/DETE Higher Skills Level please ensure that you are fully aware of the program requirements. Full details can be viewed www.coreindustrytraining.com.au/funded-programs/dete-higher-level-skills and a copy of the Student Fact Sheet will be provided to you as part of your pre-enrolment information.

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