



Terms and Conditions

Payment of Fees

Fees are required to be paid prior to the commencement of courses. A deposit of 50% of the course fee (not exceeding \$1500) is payable on enrolment and the balance prior to commencement of the course. If it has been indicated that a third party is responsible for payment of course fees, and no payment is received, the student will be responsible for the payment.

Commencement of the course is at the time that Learning and Assessment Material is issued to you.

Our Cancellation/Rescheduling

Whilst we always endeavor to run scheduled courses, we reserve the right to cancel or defer a course. In the event of this occurring, all fees will be refunded within 20 working days, or you may elect to reschedule/transfer to a course at a later date.

Your Cancellation/ Rescheduling/Transfer

- NO refund shall be made in case you have a change of mind and decide to cancel the training
- If you have a change of mind and choose to reschedule/transfer the course, MORE than 7 (seven) days before the original course date, an administrative fee equivalent to 20 percent of the course fee will be charged.
- If you have a change of mind and choose to reschedule/transfer the course, LESS than 7 (seven) days before the original course date, an administrative fee equivalent to 50 percent of the course fee will be charged.
- Should you simply not attend or do not show up for the training/assessment, a 100 percent cancellation fee, or loss of deposit, will apply.
- Should you be unable to attend the training/assessment due to some genuine situation(s), a refund should be applied for within 3 (THREE) months from the date of first payment along with supporting evidentiary documents.

What happens if I am Not Yet Competent?

It is very important to make the most of your training opportunity, and it is your responsibility to make sure that you do so. To optimize your own learning and complete your training



successfully, we highly recommend that upon enrolling to any training course you undertake to do the following:

- Complete all self-paced learning requirements prior to your training workshop/s
- Complete any pre-reading/learning prior to your training workshop/s
- Complete all required reading and learning activities prior to your training workshop/s; and
- Prepare well in advance of each workshop.

It is also your responsibility to ensure that you:

- Have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

If OnRoad OffRoad training is satisfied that you have met all the above requirements, where possible, you may be offered one free review day for selected training courses. This is entirely at the discretion of OnRoad OffRoad Training and will be assessed on a case-by-case basis.

Additional Fees and Charges (non-tuition)

- Re-Issue of Testamurs/Statement of Attainment - \$50 plus GST per copy
- RPL Fee – an administration fee of \$150 plus GST per unit, if the RPL requires unit mapping
- Heavy Vehicle Certificate of Competency Fee and admin charges \$75 plus GST
- Reassessment Fee may be charged

Note: all fees are listed in AU\$



General Conditions

Entry to OnRoad OffRoad facilities, and undertaking training / assessment, is conditional upon the following –

- All people must undertake random breathalyser analysis, if requested. Any persons with a positive reading will be refused entry, training, and assessment.
- All people must have a reasonable level of personal hygiene, and attend courses wearing clean work wear
- All people must wear suitable clothing for the course they are undertaking such as closed-toe footwear, HI VIS and appropriate PPE.
- If OnRoad OffRoad Staff or Trainers believe a trainee is putting themselves, our personnel, other persons or our equipment at risk, the course will be terminated.
- People must understand that in order to promote the safety of employees and company visitors, as well as the security of its facilities, OnRoad OffRoad Training may conduct video and audio surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, and that video cameras will be positioned in appropriate places within and around OnRoad OffRoad Training buildings and any footage can be used for any purpose at our sole discretion.
- Be willing to undergo random drug and alcohol testing, if required by OnRoad OffRoad Training.

Persons failing to meet these conditions will be refused entry, training, and assessment. You may be offered another date at our discretion. **The course fee will not be refunded.**

OnRoad OffRoad Training will hold enrolments for 30 days, if we do not hear from you within this period your enrolment will be cancelled and your invoice will be deleted. If you wish to proceed with the training, you will need to rebook.

Review Day terms and conditions

- One review day will be free for selected classes, for subsequent review a charge may apply.
- If you book in for a review day and do not attend, this will be deemed as your review day.



Refunds

- All refund matters are handled in accordance with the Fees and Refund Policy of the RTO.
- An application for refund must be made in writing (see 'Refund Request Form', under 'Forms' on our website) and will be determined by the CEO, or his delegate. Supporting evidence such as a Doctor's Certificate or hardship as deemed appropriate should be provided with the written request.

Fees and Refund Policy

Scope and Purpose

The Fees and Refund Policy applies to all fees payable for the provision of education and training services and refunding of all fees paid and outlines the system for payment of fees and the refunding of fees.

This policy applies to all nationally accredited trainings delivered by the Organisation.

Fees and refunds are not handled by external personnel without prior agreement by the CEO and/or nominee.

The payment schedule will be disclosed at the time of enrolment, prior to commencing the course.

Accepted payment methods are cash, cheque, EFTPOS and Direct Deposit.

Once a student has commenced their course, no refund will be made unless authorised by the CEO and/or nominee or required to do so by law.

Where special circumstances occur which restrict a student's ability to attend, refunds must be applied for within 3 (THREE) months from the date of first payment. Each case for a refund will be determined by the CEO and/or their nominee based on merit and upon an application.

Refund Procedure:

- Advise student of refund policy they agreed to when they signed the Enrolment Application Form



- Ask the student to submit an application for refund using the 'Refund Request Form', under 'Forms' on the website.
- Advise the student that supporting evidence such as a Doctor's Certificate as deemed appropriate should be provided with the written request, if applicable.
- The student should be advised that each case is determined on its merit.
- The CEO and/or nominee will determine if the student is entitled to a refund.
- When completed, the student is either refunded monies or not as determined by the CEO and/or nominee and in accordance with the policy as it applies and will be issued with an SoA and/or a SoR as appropriate.
- All eligible refunds will be paid within 20 working days from the date of receipt of the refund request form.
- All refund considerations are to be undertaken in accordance with Australian Consumer law requirements.
- All refunds are to be logged in the refund log.

Course Fee Structure

Please refer to relevant course information on our website.

If Paid by Third Party

If it has been indicated that a third party will pay, and no payment is received, the student will be responsible for payment.

If Paying by Credit Card

A fee of 1.5% will be added to the total cost of the invoice.