
Forsythes Training

Terms and Conditions

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Forsythes Training

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Terms and Conditions

Course fees

Notes:

- Companies are to be invoiced directly after the first day of scheduled training (except with a funded course – see below).
- Funded course:

Payment is required upfront by any students attracting funding. An enrolment form is sent out upon booking being received and checked by operations for eligibility. If eligible for funding, an invoice is sent out before training. The participants notified that payment of the administration fee must be made before course commencement.

Please note: In the event that the administration fee is more than \$1500, fees are to be invoiced over two semesters.
- **No fees are collected before commencement of training.** Invoices for students will be sent the following Friday after course commencement. The student will be aware of the total amount for their selected course, however Forsythes Training will advise the student that under the act Option we are only allowed to invoice to the lump sum of \$1500 at any given time.
- Students can elect to organise a payment plan negotiated through the director or director of sales and accounts
- The invoice will be sent to the details provided on the booking form unless negotiated with the director of sales and accounts or director
- Students can elect to organise a payment plan negotiated through the director or sales manager
- In the event a student requests an invoice before commencement of their training program, the student will be advised that under the act we are only allowed to invoice to a maximum of \$1500 before course commencement.
- If a requirement from any company or organisation is to reference a purchase order (PO) on an invoice, it must provide the PO to Forsythes Training to cover course costs. If a PO is not provided, the operations coordinator will request the PO and track its receipt before course commencing
- Companies sending three or more people to the same applications course on the same date attract a 10% discount.

Refund policy

We recognise there are circumstances that make it necessary for our customers to cancel their enrolment or defer their participation in a course of study. Forsythes Training Refund Policy details the procedure in this case.

There are also circumstances that make it necessary for Forsythes Training to either cancel or postpone a course of study. Forsythes Training Refund Policy details the procedure in this case.

This Refund Policy states the terms and conditions under which you are entitled to a credit note/refund for the products and services delivered by Forsythes Training.

Please read this policy carefully to determine whether or not you are able to request a credit or refund and the procedures for such request.

Policies applicable for when a customer cancels or defers participation in a course of study

For any Forsythes Training product provided, you may be able to receive a credit note/refund, subject to the following terms and conditions:

Notification of cancellation is required at the earliest opportunity. Your request for a credit note/refund must be sent in writing (either by post or email) to Forsythes Training and include the following information:

1. Identification of the student
2. Effective date of cancellation of the student
3. The reason for the request for a refund
4. Complete contact information (name, address, phone, e-mail).

Forsythes Training will review your request

Type of course	Notice	Applicable charges
Applications course	1. 10 or more working days' notice of cancellation before date of course commencement.	1. No charge.
	2. Less than 10 working days' notice before course commencement.	2. Full course fee payable. One free resit will be provided. Substitutions of course participants are accepted at any time.
Short course (statement of attainment)	10 or more working days' notice of cancellation before date of course commencement	1. No charge
	1. Less than 10 working days' notice before course commencement.	2. Full course fee payable. One free resit will be provided. Substitutions of course participants are accepted at any time.
Full qualifications	1. 21 or more days' notice before course commencement.	1. No charge.
	2. Within 21 days of course commencement.	2. \$600 administration fee payable. A partial refund of course fees may be made by Forsythes Training. Please see notes below.

A \$600 administration fee will apply if an enrolment into a full qualification is cancelled within a 21-day period of course commencement.

A partial refund of any fees paid is calculated on a pro-rata unit-based formula (for example, on a 10-unit program, where the student leaves after unit five, the refund will be 50% of the course cost, plus the administration fee of \$600). This refund is made providing Forsythes Training has been notified of the withdrawal in line with the timeframes stated above.

Participants will be invoiced for any fees due to cover the cost of training already completed on a pro-rata per unit-based formula in addition to the administration fee of \$600. For example, if a course costs \$5000 and the participant has only been invoiced for \$1000 and has completed five units, they will be invoiced an additional \$1500 to cover units already completed plus the administration fee of \$600).

NOTES:

- Applications for refunds will generally be processed within five working days.
- Administration fees apply because Forsythes Training has expended time and money in meeting the student, setting up records, establishing registration and providing student materials.
- Non-attendance will incur full-course cost, and a free resit onto applications and short courses.
- Where circumstances warrant, an agreement may be made with the director of Forsythes Training for a reduced fee to be paid.
- Options are also available to transfer the balance of course fees over to another course. This is on a case-by-case basis and must be approved by Forsythes Training director.
- Approved refunds will be deposited directly into the account nominated by the person seeking the refund.
- The term "commencement" in this policy refers to the first scheduled training day.
- Issues with regard to payment are to be handled at the first available opportunity and brought to the attention of the Director of Forsythes Training. All refunds are to be documented in the course management system (CMS).

Policies applicable when Forsythes Training cancels or postpones a course of study

- In the event of a course being cancelled by Forsythes Training, a full refund of any money paid by participants will apply.
- In the event of a course commencement date being postponed, Forsythes Training will consult with customers to reschedule a new course commencement date:
 - if the new course commencement date is satisfactory, course fees will be transferred to the new course commencement date and standard refund policies will apply
 - if the new dates are not satisfactory for a customer then a full refund of any money paid by participants will apply.

Forsythes Training guarantee

Forsythes Training will provide the opportunity for a participant to complete the training and/or assessment once commenced by:

- ensuring financial viability at all times in accordance with the VET Quality Framework Financial Viability Risk Assessment Requirements
- providing quality training and assessment and relevant materials
- recruiting and retaining appropriately qualified trainers and assessors
- ensuring learning facilities are safe and relevant to the qualification or course
- rescheduling participants or providing alternative learning options, that is, self-directed study, if a participant is unable to attend scheduled training days
- ensuring continuous improvement by acting on participant feedback, which may enhance their learning experience
- providing a range of learner support services including but not limited to both internal support and professional external counselling and mediation services
- modifying training programs to suit the general public based on feedback gathered from previous courses through post-course evaluations, verbal feedback and discussions with trainers/assessors
- outlining clearly before enrolment and course commencement the requirements of the course or qualification
- identifying the roles and responsibilities of all stakeholders including Forsythes staff, participants and employers before commencement of the course or qualification
- offering flexible delivery dates, times and locations to accommodate participants' specific needs
- adhering to the course-booking procedure including timely confirmation of scheduling training days and reminders two days before course commencement

- We will provide you access to accurate records of attendance and progression through the program at your request.

3.3 Deferrals and withdrawals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments