

Payment Terms

TR7 Training Services Pty Ltd details its fees for public courses and skills recognition in its course brochures. Fees for training and assessment are negotiated with individual clients.

TR7 adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, widely advertised and clearly indicate the date from which the change will be effective.

All fees relating to the course must be paid in full before a client is issued with a qualification, statement of attainment or other certificate.

In the case of a self funded training participant, all fees relating to any training undertaken must be paid in full before the participant can be placed on work experience.

Flexible payment arrangements, such as instalments, credit card, direct debit, cheque and EFT remittance are applied to accommodate the diverse financial situations of clients and potential clients.

Traineeships include a non-negotiable course fee for non-concessional students and concessional students as required by the ‘VET Fees and Charges Policy’.

TR7 may discount or waive the course fee for trainees (e.g. in cases of financial hardship) at their discretion. When fees are discounted or waived, the client is requested to maintain confidentiality regarding the arrangement. Equally, TR7 reassures the client that the discount arrangement will remain confidential and ensures this is the case.

Refunds

People who are undertaking self paced studies may obtain a refund on a unit of competency if study resources are returned in un-marked and good condition within fourteen (14) days of enrolment. There will a \$100 administration fee.

If training has occurred no refund is due.

After fourteen (14) days from enrolment, you may be eligible for a part refund if you withdraw from the course or a module.

TR7 reserves the right to charge participants according to the following sliding scale, based on the amount of notice they provide prior to commencement of the course:

Notice provided	Charge	Refund
More than 14 days	10% of course fee	90% of course fee
7 - 14 days	30% of course fee	70% of course fee
< 7 days	50% of course fee	50% of course fee
Training occurred	100% of unit/or qualification	Nil

Refunds will be forwarded to clients within seven (7) days of their eligibility being agreed.

Course cancellations must be in writing to TR7 and lodged within two (2) weeks of the withdrawal date to enable eligibility of refunds.

Fee Protection

TR7 will make adequate provision to safeguard students' fees/funds, particularly advance payments made for courses and services.

TR7 accepts payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, if the course requires payment of additional fees in advance the total amount required to be paid, which is attributable to tuition or other services yet to be delivered, will not exceed \$1500.00.

Incidental charges

Replacement of award/qualification is \$50.00.