

QualTrain – Terms and Conditions

Enrolment Procedure	Complete the application form provided by QualTrain you will receive a receipt and confirmation of the enrolment by post or email. The initial payment must be paid in advance of the learning material being provided and required training commencing.
Procedure Prior to Attendance	Students will be provided with information that will assist them in the successful completion of studies and achievement of competency.
Course Content	QualTrain will provide training/tutoring and assessment that leads to the achievement of competency in CHC41015 Certificate IV in Celebrancy. Where classroom attendance is required, the delivery will normally occur from 9.30am to 4.30pm on each scheduled day, unless advised otherwise,
Fees and Charges and refund policy.	<p>QualTrain Australia will not refund fees <u>paid in advance</u> unless training cancellation INCLUDES more than 14 days' notice in writing. The following percentage of refund will apply to all training cancellations:</p> <p>Once the self-paced e-learning component has been received by the student, but the student has not received hard copy learning material or attended class, a refund of 60% of the initial payment, being 50% of full course fee, will apply unless the CEO considers the circumstances to be exceptional.</p> <p>Where the student has paid the full course fee, attended class, received e-learning and hard copy learning material and where 20% or less of the total course has been provided to the student a 50% refund of the total course fee less \$200.00 admin fee will apply.</p> <p>Where the student has paid the full course fee, attended class, received e-learning and hard copy learning material and 21% - 50% of the course has been provided to the student a 20% refund of the total course fee less \$200.00 admin fee will apply.</p> <p>Where the student has paid the full course fee, attended class, received e-learning and hard copy learning material and 50% or more of the course has been provided to the student no refund will apply.</p>
Where the RTO is unable to provide services for which the Learner has prepaid	<p>:a) the learner will be placed into an equivalent course such that:</p> <ul style="list-style-type: none"> - the new location is geographically close to where the learner had been enrolled; and - the learner receives the full services for which they have prepaid at no additional cost to the learner; or <p>b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount</p>
Payment, Invoicing & Receipts	Candidates will receive invoices per the schedule of charges. The schedule being: 1. Initial payment with enrolment. 2. One intermediary payment paid on a due date following enrolment. 3. Balance due prior to first day of attendance in the classroom or for online students, two months after the commencement of study. Invoices require payment within 14 days of the date due.
Final payment & issue of parchment certificate	Parchment certificates for the qualification will be issued within 21 days of the candidate reaching competency. However, QualTrain will not issue a parchment certificate to the candidate until all payments for the course have been received in full. Both the testamur and the record of units of competency achieved will be posted by registered mail or presented by hand, PDFs of the signed documents will be emailed to the candidate.
Time constraints for completion of assessment	Candidates are advised that assessments for each module of units of competency as outlined in the schedule, must be completed within a maximum of 12 weeks from commencement of each module, unless other arrangements in writing have been made with the Principal of QualTrain Australia. All learning and assessments must be completed within 12 months from the date of enrolment.

Language Literacy and Numeracy	All students who advise QualTrain staff of their special learning needs will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by QualTrain Staff will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner. Please complete the generic skills test and email to info@qualtrain.com.au with or shortly following enrolment.
Welfare and Guidance	Students experiencing any difficulty or concerns about their training experience should make contact with the tutor or QualTrain Management where a range of solutions may be discussed and provided. Please be sure to advise QualTrain if you have a particular physical need which might inhibit your ability to sit in a classroom for a period of up to eight hours per day. QualTrain staff will endeavour to ensure regular comfort breaks during the classroom activities. QualTrain issues a 'QTA Motivation Manual' to all candidates following enrolment.
Complaints and Appeals	The complaints and appeals policy of QualTrain provide an avenue for students to address their complaints and appeals to QualTrain Management and have them dealt with in a constructive and timely manner.
Disciplinary Procedures	Students who are unruly, offensive or conduct themselves in a disrespectful manner toward QualTrain staff or fellow students will be offered one caution to desist their behaviour after which continued behaviour will result in their enrolment being cancelled.
Access and Equity	QualTrain is committed to providing training and assessment services to all clients regardless of race, religion, sex socio-economic status, disability, language, and ability in literacy or numeracy.
Legislative Compliance	QualTrain Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation. QualTrain regularly reviews the requirements of the Commonwealth Attorney-General's Department in relation to the regulatory requirements for the registration of Marriage Celebrants.
National Recognition	QualTrain recognises qualifications and statements of attainment issued by any other Registered Training Organisation under the Australian Qualifications Framework.
Recognition of Prior Learning	Recognition of Prior Learning (RPL) is offered to all students enrolling in QualTrain. Where sufficient documentation is provided QualTrain will provide credit transfer to enrolling students. QualTrain recognises all current competencies held by students regardless of how, where or when these competencies were learned. If a student would like to pursue RPL they can apply by separate enrolment.
Privacy and confidentiality	QualTrain recognises and respects the privacy and confidentiality of all candidates. Apart from the legislative requirements regarding reporting to the State and Federal bodies concerned with qualification registration, no information is given to any third party regarding the details of enrolled candidates.