

## **Terms and Conditions of Business**

Certified Training Resources Australia Pty Ltd, RTO 45826

### **Introduction**

Welcome to Certified Training Resources Australia (CTR Australia).

These Terms and Conditions outline the basis upon which we provide our services and interact with our students. By enrolling in our courses or utilizing our services, you agree to comply with these Terms and Conditions.

### **Enrolment**

#### **1.1. Handling Course Enquiries:**

- a) Clients inquire via email, phone, or in person.
- b) Sales/Admin staff respond promptly, providing comprehensive information and referring to relevant resources.

#### **1.2. Pre-Enrolment Procedure:**

- a) Sales/Admin staff collect and assess enrolment documents, ensuring correctness and completeness.
- b) Availability of slots (for face-to-face classes) is checked, and relevant forms are sent to the student.

#### **1.3. Enrolment Process:**

- a) Admin staff verify pre-enrolment documents and send payment details to the student.
- b) Student profile is set up in the system, and a welcome email with course resources is prepared.
- c) Necessary course resources are organized, and the student is endorsed to the trainer.
- d) USI verification is conducted, guiding students to obtain one if necessary.
- e) Payment is processed either in person or online, with notifications sent to the Enrolment Coordinator.

### **Training and Assessment**

**2.1. Compliance:** We adhere to state and national guidelines, providing training aligned with industry standards.

**2.2. Equity:** Assessment is conducted fairly, meeting individual student needs while maintaining industry expectations.

**2.3. Capacity:** Our qualified trainers, support services, resources, and facilities ensure effective training delivery.

**2.4. Relevance:** Training reflects industry needs, supported by consultation with industry stakeholders.

2.5. **Delivery:** The training and assessment is conducted face to face, however the learning materials and student handbook, including course information are available online through the student portal.

2.6. **Compliance:** Assessment practices adhere to the Principles of Assessment and Rules of Evidence.

### **Unique Student Identifier (USI)**

2.1. **Requirement:** From 1 January 2015, it is a mandatory requirement that all students undertaking nationally recognized Vocational Education and Training (VET) courses have a Unique Student Identifier (USI). Failure to provide a USI may result in CTR Australia being unable to issue you with a nationally recognized qualification upon completion of your course.

2.2. **Application:** If you do not have a USI, you must apply for one through the USI website ([www.usi.gov.au](http://www.usi.gov.au)) before commencing your course with us.

2.3. **Existing USI:** If you already have a USI, please ensure to provide it during the enrolment process.

### **Privacy Notice**

3.1. **Collection of Personal Information:** As a Registered Training Organisation (RTO), we collect personal information to facilitate the enrolment process and manage your participation in VET courses.

3.2. **Disclosure of Personal Information:** We may disclose your personal information to comply with legal obligations under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act), including disclosure to the National VET Data Collection (NCVER) and relevant state or territory training authorities.

3.3. **Handling by NCVER:** The NCVER will handle your personal information in accordance with the Privacy Act 1988 (Cth) and the NVETR Act.

### **Surveys**

You may receive surveys related to your training, which may be conducted by government departments or authorized agencies. Participation in these surveys is voluntary, and you may opt out if you wish.

### **Refund Policy**

Details of our Fees and Charges / Refund Policy are available in the Fee Administration and Refund Policy, Student Handbook, and on the CTR Australia website.

### **Disability Supplement**

If you have a disability, please provide additional information to assist us in accommodating your needs. Disability in this context encompasses various conditions, including but not limited to hearing impairment, physical disability, intellectual disability, learning disabilities, mental illness, acquired brain impairment, vision impairment, medical conditions, and others.

### **Additional Support**

CTR Australia offers additional support services to students where required, as outlined in the Additional Support Policy and Procedures. However, we reserve the right to defer or terminate enrolment if a student is unable to meet minimum course entry requirements.

## Contact Information

For inquiries regarding personal information, complaints, or questions about these Terms and Conditions, please contact us at:

Address: Unit 3/29 Governor Macquarie Drive, Chipping Norton NSW 2170

Phone: 02 9016 1509

Website: [www.ctra.com.au](http://www.ctra.com.au)

Email: [training@ctra.com.au](mailto:training@ctra.com.au)

These Terms and Conditions are subject to change. Please refer to the latest version available on our website or contact us for further information.

## Payment Terms

**9.1. Fee Information:** Prior to enrolment, Certified Training Resources Australia (CTR Australia) will provide prospective students and employers with comprehensive information regarding course fees, incidental fees, compulsory fees, and payment methods. This information will be made accessible to all stakeholders, via our website <https://ctra.com.au/our-courses/> ensuring transparency in fee administration.

**9.2. Fee Administration:** CTR Australia adheres to fair and reasonable fee administration practices, charging fees only for accredited training as per the published fee information. Accurate records of course fee payments, waivers, exemptions, or refunds will be maintained for each student.

**9.3. Fee Payment Arrangements:** Students are required to pay fees in full before the commencement of training. Failure to pay fees may result in the suspension of learning or assessments until all fee payments are up to date.

**9.4. Outstanding Student Fees:** Non-payment of fees may lead to the suspension of training until payment is finalised. In such cases, CTR Australia reserves the right to charge a recommencement fee for suspended training and will withhold the issuance of Statements of Attainment.

## Refunds

**10.1. Accessibility:** CTR Australia's refund policy is publicly available to all stakeholders, including prospective and existing students and employers. Students will be made aware of the refund policy before enrolment to ensure transparency and informed decision-making.

**10.2. Refund Request Process:** Refund requests must be submitted in writing via email at [training@ctra.com.au](mailto:training@ctra.com.au). CTR Australia evaluates requests based on the provided information and may consider exemptions for mitigating circumstances with supporting evidence.

**10.3. Refund Period:** Refund requests must be lodged within 7 calendar days of the enrolment application date to be considered for processing.

**10.4. Refund Calculation:** Refunds are subject to a non-refundable administration fee of 25% of the full course fee payable (non-discounted). Refunds are granted for withdrawals within the refund period, subject to administrative deductions.

**10.5. Refund Processing:** CTR Australia will respond to refund requests within 1 week of receipt and reimburses approved refunds within 4 weeks. Refunds are paid to the original fee payer.

10.6. **Non-Refundable Scenarios:** Refunds will not be issued for commenced courses, changes to work hours, relocation, or incomplete qualifications after assessment. However, consideration for refunds may be provided at the discretion of the CEO/Administration Manager.

10.7. **Course Cancellation:** In the event of course cancellation by CTR Australia, full refunds will be provided, and alternative options for attendance will be offered where possible.

10.8. **Continuous Improvement:** CTR Australia's Administration Manager ensures compliance with the policy and implements continuous improvement processes to enhance fee administration and refund procedures.

### **Complaints and Appeals Summary**

At Certified Training Resources Australia, we ensure a fair and transparent process for handling complaints and appeals:

11.1. **Lodging:** Students can lodge a complaint or appeal by speaking with their trainer/assessor or by emailing [training@ctra.com.au](mailto:training@ctra.com.au).

11.2. **Assessment:** We assess complaints within 10 working days, keeping students informed throughout via phone, email, or face-to-face communication.

11.3. **Confidentiality:** We maintain confidentiality and fairness, involving minimal individuals to protect privacy.

11.4. **Resolution:** Discussions and cooperation aim to resolve issues fairly, with final decisions made by the Training Manager or an independent party.

11.5. **Review:** Unsatisfied complainants may request an independent review, with Certified Training Resources Australia's full cooperation.

11.6. **Documentation:** All complaints and outcomes are securely recorded for future reference.

11.7. **Communication:** We keep students informed of progress and aim to resolve issues within 30 days, providing explanations for any delays.

11.8. **Continuous Improvement:** Outcomes from complaints inform our continuous improvement initiatives.

11.9. **Consumer Protection Officer:** The Training Manager oversees complaints and appeals, ensuring adherence to our policies.

### **Further information**

12.1. All our policies can be found at: <https://ctra.com.au/resources/>