

ENROLMENT FEE INFORMATION

Training Synergies ensures that all fee information is provided to each clients prior to their enrolment:

▪ RECORDING AND AUTHORISATION OF ALL FEES

All fee information, including course fees, administration fees, materials fees and any other charges; issuance of a replacement qualification Statement of Results are outlined and authorised by the relevant payee in the Consultation Agreement and the Enrolment Form that are a requirement of our enrolment process.

Please ensure you read these fees before signing the agreement and / Enrolment Form.

▪ PAYMENT TERMS

All Payment terms and conditions are outlined in the Consultation Agreement. This includes the timing and amount of fees to be paid and any non-refundable deposit/administration fee.

Please ensure you read these terms before signing the agreement.

▪ FEES PAID IN ADVANCE POLICY

The CEO shall ensure that one of the following acceptable options for collecting learner fees paid in advance are in place prior to the commencement of accepting fees paid in advance: Training Synergies may accept payment of no more than \$1000 from each individual learner prior to the commencement of the course. Payment will be deposited in a trust / term deposit account in favour of the learner's name. Following course commencement, Training Synergies may require payment of additional fees in advance from the learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the learner does not exceed \$1,500.

▪ REFUNDS POLICY

Training Synergies will pay a refund to learners or intending learners in certain circumstances:

1. Refund may be applicable if:

- The course offered does not start on the agreed default date
- Pro-rata Refund:
 - I. The course stops being provided after it starts and before it is completed
 - II. The course is not provided to the learners because Training Synergies has been sanctioned
- The learner cancels or withdraws in writing from the course before the agreed default date.

2. Partial Refund may be applicable if:

- The course starts on the agreed start date but the learner does not start on the agreed starting date and has not previously withdrawn from the course or advised of reasons for suspending training
- The learner cancels or withdraws in writing from the course after the agreed default date

Training Synergies will not refund fees paid in advance unless training cancellation INCLUDES more than 14 days notice in writing. The following percentage of refund will apply to all training cancellations:

- Where 20% or less of the course has been provided to the learner a 100% refund less \$200.00 admin fee will apply.
- Where less than 50% of the course has been provided to the learner a 50% refund less \$200.00 admin fee will apply.

- Where 50% or more of the course has been provided to the learner no refund will apply

Training Synergies will process the refund within 2 weeks of receiving an approved written claim. In all circumstances Training Synergies will provide a statement and an explanation of how the refund was calculated.