

## TERMS AND CONDITIONS – FEES, PRICING, COURSE VARIATIONS AND REFUNDS

*Please read carefully. This forms your agreement with CPD Training when you enrol in a course.*

### Public Course Fees and Payment Plans

Pricing for individuals registering for courses will be at the published rate on the website and as specified in this document

Other special offers and discounts may be marketed from time to time at the discretion of the Managing Director or Training Director.

### Payment plan terms & conditions

**Definitions Course Fee= Application Fee + Tuition Fee**

#### Skill Set CPCSS00004 – Provide building surveying services for residential buildings up to three storeys

The total fee for the Skill Set **CPCSS00004** is **\$9,950**, and is to be paid in the following installments:

- 1) 1<sup>st</sup> installment of \$1500 for enrolment into CPDAD001, CPDAD010 and CPDAD020
- 2) 2<sup>nd</sup> installment of \$1500 for enrolment into CPDAD030
- 3) 3<sup>rd</sup> installment of \$1500 for enrolment into CPDAD040
- 4) 4<sup>th</sup> installment of \$1500 for enrolment into CPDAD050
- 5) 5<sup>th</sup> installment of \$1500 for enrolment into CPDAD060
- 6) 6<sup>th</sup> installment of \$1500 for enrolment into CPDAD070
- 7) Final administrative fee of \$950 for the preparation and sending of statement of attainment for the skill set

Discounts for Units of competency for which Recognition of Prior Learning (RPL) is gained may be applicable at the discretion of the Managing and Training Director

#### CPC60115 - Advanced Diploma of Building Surveying

The total fee for the Skill Set **CPC60115** –Advanced Diploma of Building Surveying is **\$16,950**, and is to be paid in the following installments:

- 1) 1<sup>st</sup> installment of \$1500 for enrolment into CPDAD001, CPDAD010 and CPDAD020
- 2) 2<sup>nd</sup> installment of \$1500 for enrolment into CPDAD030
- 3) 3<sup>rd</sup> installment of \$1500 for enrolment into CPDAD040
- 4) 4<sup>th</sup> installment of \$1500 for enrolment into CPDAD050
- 5) 5<sup>th</sup> installment of \$1500 for enrolment into CPDAD060
- 6) 6<sup>th</sup> installment of \$1500 for enrolment into CPDAD070
- 7) 7<sup>th</sup> installment of \$1000 for enrolment into CPDAD080
- 8) 8<sup>th</sup> installment of \$1000 for enrolment into CPDAD090
- 9) 9<sup>th</sup> installment of \$1000 for enrolment into CPDAD100

- 10) 10<sup>th</sup> installment of \$1000 for enrolment into CPDAD110
- 11) 11<sup>th</sup> installment of \$1000 for enrolment into CPDAD120
- 12) 13<sup>th</sup> installment of \$1000 for enrolment into CPDAD130
- 13) 14<sup>th</sup> installment of \$1000 for enrolment into CPDAD140 and CPDAD150
- 14) Final administrative fee of \$950 for the preparation and sending of statement of attainment for the skill set or the Advanced Diploma

A discount of \$1000 per unit is offered to those who are currently working in building surveying and are in a position to demonstrate that they will receive RPL for the **residential component** of the course. That is, evidence is provided that demonstrates that all of the relevant Elements, Performance Criteria, Required Knowledge and Skills for each of the following Units of Competency that make up Skill Set CPCSS00004 have been met.

- CPCBS6001 - Research and evaluate construction methods and materials for residential buildings to three storeys
- CPCBS6004 - Assess and advise on compliance of design documentation for residential buildings to three storeys
- CPCBS6006 - Process planning applications for residential buildings up to 3 storeys
- CPCBS6008 - Process building applications for residential buildings up to three storeys
- CPCBC6010 - Conduct and report on building surveying audits of residential buildings up to three storeys
- CPCBS6012 - Conduct and report on initial construction inspections of residential buildings up to three storeys
- CPCBS6014 - Conduct and report on advanced and final inspections of residential buildings up to three storeys

The discount will be applied by not requiring payment of the relevant instalment that is consistent with the unit of competency for which RPL has been granted. The discount does not apply in cases where partial recognition for a unit of competency is granted. The total cost for the Advanced Diploma of Building Surveying will be \$10,000( including final administrative fee) for situations where RPL has been granted for all of the units of competency that are required for Skill Set CPCSS00004- Provide Building surveying services for residential buildings up to three storeys

Other discounts for Units of competency for which Recognition of Prior Learning (RPL) is gained may be applicable at the discretion of the Managing and Training Director

### Payment schedule agreement:

By enrolling in the course, course participants who choose to pay by instalments agree to honour the CPD Training payment plan and understand that:

- 1) All instalments must be paid on or before the due date;
- 2) There are sufficient funds available in the nominated account to meet the instalment payments;
- 3) CPD Training reserves the right to suspend access to the course in the event that a participant fails to pay

- any part of the course fees as and when it falls due for payment;
- 4) In the event that a participant requests or fails to advise of a course cancellation, the balance of the course fees will be paid in full or continue to be paid under the agreed payment plan schedule; and
  - 5) CPD Training will not issue a Certificate or Statement of Attainment/s until course fees and relevant administrative fees are paid in full.

**Default on the payment schedule:**

- 1) The enrolment will be suspended and outstanding accounts will become immediately due and payable; or
- 2) As a cancelled participant the outstanding account will become immediately due and payable;
- 3) The outstanding debt may be forwarded to a debt collection agency, and
- 4) The participant may also be required to pay additional fees associated with the debt collection process.

**Course Duration**

Enrolment in an individual module (or unit of competency) is valid and effective for 12 months from the date of enrolment. Re-enrolment and subsequent additional payment is required after the 12 month period.

Enrolment in the Skill Set is valid for 3 years from initial enrolment (unless superseded)

Enrolment in the Advanced Diploma is valid for 5 years from the initial enrolment (unless the qualification is superseded)

All superseded qualifications, Skill Sets and units of competency must be completed within 12 months of the date that the skill set, unit of competency or qualification has been removed from the National Register ([Training.gov.au](http://Training.gov.au))

**Administration Fees**

We will always do our best to provide good service and assist you with short turnaround time when handling administrative matters.

In some cases, a request will incur an administrative charge below:

Administration Fees	\$(GST)
Late payment penalties for customers who do not pay fees on time	2% late fee charge
Re-assessment fees available to customers who are deemed not yet competent on completion of training and assessment after re-submit and re-sit options.	\$299 per unit.
Re-enrolment fees for customers whose time for submission of work has passed and they wish to extend the length of the course	\$90 non-refundable re-enrolment and \$199 per unit
Fees for issuing a replacement qualification testamur	\$100

Fees for processing refunds	\$100
Fees for processing cancellations and course variations	\$100
Fee for replacement learning and assessment materials (hard copy only)	\$100

**Provider default – If CDP Training cannot offer or continue a course**

Where CPD Training is in a “default” situation such as cancellation of course, we will offer an alternate place or a refund.

- 1) We may offer a transfer to coaching mode as an option for completion of a course.
- 2) We will discuss this with you and come to an arrangement.
- 3) A refund letter with calculations showing administration charges and fees to be refunded is sent to the customer.
- 4) The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund calculation letter.

A change in requirements for the recognition of the qualification for the purposes accreditation by the relevant accreditation body subsequent to enrolment is not considered to be a default situation.

**Course variations – Withdrawal or Cancellation from a course and refund request**

Requests must be in writing or email.

Prior to commencement	
Cancellation requested 7 days prior to the course commencement date	An offer of an alternate course commencement date will be made. 50% of the 1 <sup>st</sup> instalment or workshop fee less the refund fees.
Cancellation requested less than 7 days prior to the course commencement date	An offer of an alternate course commencement date will be made. 20% of 1 <sup>st</sup> instalment or workshop fee is refundable less the refund fees.
After commencement	
Cancellation or withdrawal notified after you have commenced the course – Up to and including Week 8 in the full qualification	The 1 <sup>st</sup> instalment is not refundable. Other payments in the payment plan will be considered on a case by case basis less the refund fees.
Cancellation or withdrawal notified after you have commenced the course – After Week 8 in the full qualification	Once the candidate has complete 8 weeks of the course and submitted the first Module project the full payment of fees will be required. At this stage the candidate has an individual training plan in place, a coach assigned to the candidate and the first major component of the course submitted.

**Our commitment to provision of quality courses as provided by CPD Training:**

Upon receipt of the completed offer of a place in the course and the course fee (1st instalment) –

CPD Training agrees to:

- provide a receipt (tax invoice);
- undertake an application interview to identify and clarify course entry requirements and client needs;
- confirm the course enrolment and
- confirm the course commencement date;
- confirm the selected payment plan;
- provide progressive access by module to the course materials and assessments;
- provide access to the coach and assessor;
- provide workshops as described in the marketing information;
- provide support for special needs to the participant;
- provide trainer and administration support to participants throughout the enrolment;
- mark, provide feedback and results on the submitted assessment tasks;
- support participants to achieve their goal of completion of the qualification with reasonable adjustments;
- issue results and a Qualification or Statement of Attainment/s upon satisfactory completion of the course requirements (if applicable).

**Acceptance of course enrolment and the terms and conditions forms the agreement by the participant:**

Upon accepting the offer of a place in the course, and making the first tuition payment, the participant acknowledges their understanding of the agreement entered into with CPD Training and agrees that:

- details provided on enrolment are correct and the participant warrants he/she is 18 years or over;
- Course enrolment is complete when the 1st confirmation instalment is paid and the money is deposited in the CPD Training account;
- the terms and conditions of enrolment are accepted including fees and refund policy;
- the course entry requirements are understood and accepted and met by the participant or the participant has declared support needs with the RTO at the application stage and accepted the policies on support;
- CPD Training has the participant's consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia (where payment is by direct debit);
- CPD Training will provide the date for course commencement and this date will be known as the agreed course commencement date;
- Course duration is effective from the course enrolment date;
- Participants are responsible for their own attendance, progress and submission of work including assessments;

Participants will communicate with the trainer and administration if there are issues or barriers to completion of the course where we may be able to help to support the participant.

**Confidentiality and privacy of information required for payment of fees**

CPD Training will keep any information (including account details) in direct debit requests confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you to:

- Only staff has access to student records for the purpose of verifying log-in, personal details, progress, issuing or re-issuing certificates, and contact of the student for re-certification or other relevant cause for contact within the boundaries of the business operations.

**Refund request**

- You must submit notice of the intention and the request for a refund in writing.
- Evidence to support the request can be submitted.
- You must be up to date with course fees at the time of the request.
- The request will be assessed based on information provided and the progress through the course.
- If the request is successful, a refund administration fee is charged and deducted from the refund.
- A refund calculation letter is provided that explains the decision.
- Statements of Attainment for units completed and paid to date will be issued.

**Special circumstances for course refunds:**

CPD Training has the discretion to approve refunds if the customer would be unreasonably disadvantaged if not granted a refund - for example:

- A customer meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.
- Special circumstances that have been discussed and agreed upon between the customer and the Managing Director.

The following circumstances would not be accepted for a refund:

- Change in work hours;
- Job change or retrenchment;
- Moving interstate;
- Technology barriers which mean you are having difficulty completing the course;
- Language or writing barriers which were not declared at application which mean you are having difficulty completing the course;
- Insufficient access to workplace documents which mean you are having difficulty completing the course.
- Change of mind
- Relevance of the qualification was not adequately researched for the purposes of accreditation

Where a participant has commenced a course or module believing that they can meet the academic requirements and then find that they are unable to do the course, a part refund for the component of the course not commenced may be given. An interview will assess the circumstances. The refund will be dependent upon the length of time they have been attending training and what competencies have been achieved. Where more than 50% of the course or module is completed, there will be no refund. The final decision is at the Discretion of the Managing Director or the Training Director.

*These terms and conditions form the agreement between CPD Training and the Client.*