



TERMS AND CONDITIONS

I give consent to Performance Training Pty Limited to make any enquiries necessary to verify the information disclosed on enrolment.

By accepting these terms I agree to pay the course fees (plus GST if applicable) for the course using the payment method I have selected under this Course Enrolment.

I accept that I am required to pay the full amount on completion of the course even if I do not complete my course or fail to advise Performance Training Pty Limited of withdrawal from my course prior to commencement.

In the event that I do not complete the course within the given timeframe, my course will be immediately suspended and access denied.

Extensions will be considered on a case by case basis.

The duration of my course is stated in the Performance Training Pty Limited course description and/or advised at time of enrolment.



Course Enrolment

I acknowledge the following, in relation to course enrolment:

- Course enrolment is complete when the student receives formal notification of enrolment.
- Performance Training Pty Limited and the student will agree on a date for course access, this date will be known as the agreed course commencement date.
- Course duration is effective from the agreed course commencement date.
- Login access to available units will be active as at the agreed course commencement date.
- A student will be deemed to have commenced their course at the time of login on or after the agreed commencement date.
- The course is non-transferable once the student has commenced.
- Performance Training Pty Limited can at any time reschedule a course due to lack of numbers, and that Performance Training Pty Limited will negotiate a another suitable time.

Orientation Period

- Students enrolled in a Nationally Recognised Course of 8 units or more have a fourteen day orientation period from the agreed course commencement date in which to access the course and ensure that the course meets their requirements.

Cancellation

Should a student wish to cancel within fourteen days of enrolment, provided they have not accessed more than four units of the course, they may do so by contacting Performance Training Pty Limited.

- Cancellations (other than eligible cancellations during the orientation period) for students that have commenced their course may not be entitled to a refund. Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

Privacy Policy

Information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

- We will keep any information (including your account details) of your direct debit request 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 the extent specifically required by law; or



- for the purposes of this agreement (including disclosing information in connection with any query or claim).

Course Extension Policy

If I wish to continue with my course beyond the expiry date, application for a course extension must be made in writing to Performance Training Pty Limited and received 14 days prior to expiry date.

- Performance Training Pty Limited will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the program/course in the allocated time.
- Once the allocated time for a given program/course has ended the student will no longer be provided with access to the course material, course assessment and unlimited trainer support.
- In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Students should contact Performance Training Pty Limited to request their course be placed on hold for a period time which is not to exceed six months.

Refund and Extension Policy

- Should Performance Training Pty Limited cancel a course for any reason, students enrolled at the time Performance Training Pty Limited announces the cancellation will be entitled to a full refund of any course fees paid, and this will incur no administrative charges or penalties.
- Should Performance Training Pty Limited be unable to provide all units to meet the student's course completion schedule: The following will apply:
 - Course fees paid will be refunded in full; and
 - No Statement of Attainment will be issued on any unit; or
 - Course fees paid on any unavailable unit/s will be refunded; and
 - Statement of Attainment will be issued for satisfactorily completed units.
- If a candidate withdraws from a course before the commencement of the course, full refund of any fees will be made, however a cancellation fee of 15% of full course fees may be withheld to cover administration costs.
- Eligible cancellations, for students enrolled in a nationally recognised course of 8 units or more, received during the orientation period will receive a full refund of course fees paid, however a cancellation fee of 25% will be withheld to cover trainer and/or administration costs. Statement of Attainment/s will not be issued.

Student Handbook

The Performance Training Pty Limited Student Handbook is available for download from the website. I accept it is my responsibility to ensure I read and understand the conditions outlined in the handbook.



Revisions

Performance Training Pty Limited may revise the Student Handbook, Policy Documents and any terms and conditions contained in this agreement, at any time at our sole discretion. Any such revisions will be available from our website.

Payment Agreement

I agree to honour the payment plan and understand that:

- all instalments must be paid on or before the due date;
- I must ensure that sufficient funds are available in my nominated account to meet the instalment payments;
- Performance Training Pty Limited reserves the right to suspend access to my online course in the event that I fail to pay any part of the course fees as and when it falls due for payment;
- in the event that I request or fail to advise my course cancellation, the balance of my course fees will be paid in full or continue to be paid under my payment plan schedule; and
- Performance Training Pty Limited will not issue a Certificate or Statement of Attainment/s until course fees are paid in full.

Should I default on the repayment schedule:

- my enrolment will be suspended and my outstanding account will become immediately due and payable; or
- as a cancelled student my outstanding account will become immediately due and payable
- the outstanding debt will be forwarded to a debt collection agency, and
- I may also be required to pay additional fees associated with the debt collection process.

Course Materials Agreement

I acknowledge that:

- Course Materials are supplied in an online environment, unless otherwise stated in the Performance Training Pty Limited course description, and once enrolment has ended, access is denied. Therefore it becomes the student's responsibility to save and/or copy content as required for reference purposes.
- The content of the online course materials, including copyright and all other such intellectual property rights contained therein, remain the property of Performance Training Pty Limited. You may not reproduce any part of the online course materials without the prior written consent of Performance Training Pty Limited.



Course Enrolment Agreement

By accepting the terms of this Course Enrolment Agreement:

- you are warranting that you are 18 years of age or over; or
- if you are under 18 years of age, you must ensure your parent or guardian accepts the conditions of this course enrolment agreement. By such execution, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of the course fee.