
2.1 Fees and refunds

This policy aims to ensure that all course fees, including those paid in advance are protected and subject to appropriate auditing processes.

Fees

Course fees will be established and reviewed by the Managing Director in consultation with the Senior Management Group.

CTG will inform potential applicants of course/workshop fees prior to commencement of studies. All advertised fees will be fully inclusive i.e. tuition, materials, resources and GST.

Individual applicants:

- Where course fees are no greater than \$1,000.00 full payment is required prior to or on the day of the course/workshop.
- Where course fees are greater than \$1,000.00, individuals will be required to pay no more than \$1,000.00 prior to course commencement and no more than \$1,500.00 in any one installment thereafter.

Organisations are invoiced, with full payment to be received within fourteen days of the invoice date. Purchase Order Numbers, or an Authority to Invoice must be provided in writing, otherwise payment is required upfront.

In the event of non-payment a collection fee of up to 20% plus GST will be payable.

Payment can be made by cash, cheque, money order or credit card, in person, by mail or telephone. Until payment or an approved Purchase Order Number/Authority is received then enrolment/s cannot be processed.

Course participants/organisations may request information regarding balance of fees paid via Reception or the Accounts Manager.

Refunds

CTG is committed to a refund process which is prompt, accessible and easily understood by students/clients.

Course cancellation: In the event of a training course being cancelled by CTG, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

Course withdrawal/Did Not Attend – Self funded students, Employer funded students and Organisation on-site based courses

Self funded students, employer funded students or organisational clients who withdraw from a course with more than 5 calendar days notice of course commencement will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

Self funded students, employer funded students or organisational clients who withdraw from a course with less than 5 calendar days notice from course commencement will receive a credit note. Credit notes can only be used for other services at Construction Training Group and will be valid for a period of 3 months from date of issuance. Credit notes will not be refunded.

No refund or credit note is provided to:

- Self funded students, employer funded students or organisational clients, who have booked into a course and do not attend the course or notify CTG of their absence within 5 calendar days of course commencement; or
- Individuals, employees of organisations, or organisations booking on behalf of employees, who formally withdraw from any CTG course/workshop after course commencement.

NB Construction Training Group reserves the right to:

- refuse further course bookings and/or
- charge a cancellation fee of \$500.00

for self funded students, employer funded students, or organisational clients who cancel a course or attendance at a course on more than two (2) occasions.

Course withdrawal/Did Not Attend – Government Funded Students

There are no fees or charges associated with government funded courses; as such refunds do not apply to government funded students.

Purchasing Online

The minimum age for purchasing services via our website (www.constructiontraininggroup.com.au) is restricted to individuals of 18 years of age or older. Individuals below the age of 18 may have purchases made on their behalf by a parent or guardian.

Should CTG suffer any loss or damage as a result of a transaction entered into by a minor, we reserve the right to seek compensation for such losses from the parents or guardians of the minor who placed the order.

All services listed on our website are described to the best of our ability and using the information available to us at the time. Care is taken to ensure that this information is correct, but we cannot eliminate the possibility of:

- Human error in entry of information;
- Incorrect information provided to us by a supplier or distributor, or
- Failure of a supplier or distributor to supply correct and current information to us.

We reserve the right to change any information including but not limited to pricing; specifications; descriptions; or product names without notice. Where payment for a product or service is received in full prior to any change in price, CTG will honour the amount paid and no additional charge will apply.

All orders on our website must be fully pre-paid before fulfilment. All orders are to be placed in Australian dollars.

Credit card details, such as the card number, used to pay for a product or service will not be stored on the CTG server. However details may be retained by our payment gateway provider in circumstances where this is required.

In the case of an offline payment, students will be contacted by a member of the CTG team. Any offline payments must be completed in full before course commencement.

In cases where a payment fails for reasons including but not limited to insufficient card credit funds, or cheque dishonour, we do not warrant that a place in a course will be assigned or a product/service will be provided until full payment is received.

All displayed prices are inclusive of GST where applicable, and in Australian Dollars.

If we determine that a purchaser is in a foreign country, we may display prices to you without GST and/or in alternate currencies.

A Tax Invoice will be emailed on order completion and receipt of full payment. The email address entered by the purchaser will be utilised for this purpose. CTG takes no responsibility for incorrect email details.

Where applicable, we use industry-standard SSL encryption to protect the privacy of information in transit between the CTG website, the purchaser, and our suppliers including payment gateways.

However purchasers should be aware that the security of communications sent by electronic means cannot be guaranteed. Any information provided to us via the internet is at the purchaser's own risk. CTG cannot accept responsibility for misuse or loss of, or unauthorised access to personal information where the security of information is not wholly within our control.

Under no circumstances will CTG be liable for any direct, indirect, incidental, consequential or other damages resulting from the purchase, delivery, use, or return of any product or service purchased from our website beyond the value of the item purchased, including but not limited to loss of profits or interruption to business.