

Terms and Conditions

This information covers all fees payable for training and assessment services (Services) provided by ETAS (WA) PTY LTD trading as Schrole DEVELOP to individuals and companies other than those who are publicly funded including persons enrolled in a Traineeship or Priority Training (PIT) programs.

Please refer to our [Fees and Refunds Policy](#) for further information.

A. Applicable to all clients

1. Prices quoted exclude GST where applicable.
2. Payments made by credit card will incur financial institution processing fees.
3. If a student wishes to cancel their enrolment prior to commencement, then the following applies:
 - a. Notice given is greater than 21 days - \$200.00 administration fee only
 - b. Notice given is between 1 and 21 days - 50% of the course fee
 - c. No notice given - 100% of the course fee
4. If a student commences a course but does not complete due to circumstances outside the control of Schrole DEVELOP, all monies already paid will be retained by Schrole DEVELOP. Additional fees may also be imposed based pro-rata on the amount of resources Schrole DEVELOP has dedicated to the student up to the point at which they ceased participation.
5. No Certificates or Statements of Attainment will be issued by Schrole DEVELOP until all outstanding accounts have been paid.
6. The maximum time within which a refund can be claimed is 10 working days from the first day of the course. Requests claiming extraordinary circumstances outside of this time may be considered and approved at the sole discretion of the RTO Manager of Schrole DEVELOP.
7. Enrolments will be cancelled, and any monies paid will be forfeited after 12 months of inactivity by the student.
8. Given the nature of Recognition of prior learning (RPL), learners wishing to achieve a qualification through an RPL pathway should contact Schrole DEVELOP for an initial consultation and a quotation.
9. Where the student is deemed eligible to undertake an RPL program a Quotation and Confirmation of Services form will be issued. The cost of RPL is 70% of the course fee for the RPL assessment, administration, and reporting.
10. The refund process reflects the commitment by Schrole DEVELOP to hold places as booked by clients and the amount of administrative resources consumed at various stages.
11. Refunds must be requested in writing to the RTO Manager of Schrole DEVELOP.
12. The RTO Manager of Schrole DEVELOP will process all refund requests within 21 working days from receipt of the refund request.
13. The term "commencement" (or any derivative thereof) in this information refers to the first day of the first course attended by the student. Issues with regard to payment are to be handled at the first available opportunity and directed to the RTO Manager of Schrole DEVELOP.
14. All refunds are to be recorded according to Schrole DEVELOP's financial administrative processes.
15. Notwithstanding anything contained therein, neither the consulting agency nor its servants or agents will except as the law may require, be liable for any loss or other consequences (whether or not due to the negligence of the consultants, their servants or agents) arising out of the services rendered by the consultants.

B. Applicable to individual students

1. Schrole DEVELOP complies with Clause 7.3 of the Standard for Registered Training Organisations (RTO's) 2015 Protecting pre-paid fees by students. Individual learners are required to make a course fee deposit of up to \$1500 at least 7 days prior to the course commencing. The remainder of the course fees are payable at the start of the course.
2. Twenty-one (21) working days' notice is required if clients wish to transfer to another course unless there are exceptional

circumstances, and the transfer has been approved by the RTO Manager or another authorised person by Schrole DEVELOP.

C. Applicable to companies

1. Payment is required 10 days prior to course commencement unless credit terms have been agreed. Clients who have an account with Schrole DEVELOP will be invoiced in full on the first day of training.
2. All reasonable expenses associated with the above services will be back charged to the client.
3. Travel, flights accommodation and transport costs are to be arranged and paid by the client where possible, unless otherwise agreed. In the event that this cannot be arranged, costs incurred by Schrole will be recharged to the client.
4. A \$200 administration fee will be charged on top of expenses paid for by consultant(s) or Schrole DEVELOP.
5. Travel by car to and from client's premises and on behalf of client will be charged from Schrole DEVELOP's office at an agreed rate.
6. Where projects are undertaken for overseas clients, the client agrees to provide payment in full in the agreed CURRENCY, free of any transaction fees and local taxation charges.
7. In the event the client directly or indirectly employs or engages an employee within 12 months of completion of contractor introduction, the client will be liable for a Placement Fee of 50% of the employee's current gross annual salary.
8. Schrole DEVELOP retains the intellectual property rights for any course work or other materials that is developed for the client.
9. Confidentiality – Schrole DEVELOP agrees not to divulge confidential information relating to client or their projects.
10. Schrole Group Ltd is an ASX listed company ASX: SCL and, as such, is subject to continuous disclosure obligations under the Corporations Act and the ASX Listing Rules.

D. Applicable to clients of customised courses

1. Minor changes to the scope can usually be accommodated in the quoted fee. However, where major changes to the scope are required by the client at commencement or partway through the project, Schrole DEVELOP reserves the right to revise the quoted fee.
2. All recommendations made in reports or documentation with the project are made in good faith on the basis of the information available to Schrole DEVELOP at the time. Achievement of objectives, projections or forecasts set out in such reports or studies will depend among other things, on the actions of the client, over which Schrole DEVELOP have no control.
3. In the event that the client cancels any authorised work within 21 days of scheduled service, a service charge of 50% of the agreed rate, plus any incurred expenses, will be invoiced to the client.
4. In the event that the client defers any authorised work within 21 days of scheduled service, a service charge of 25% of the agreed rate will be invoiced to the client.
5. In the event that the client defers any authorised work within 21 days of scheduled service due to illness or personal injury, without a medical certificate, a service charge of 25% of the agreed rate will be invoiced to the client.
6. In the event the client cancels any authorised work due to an act of God, such as a cyclone, hurricane, pandemic or epidemic, a service charge of 25% of the agreed rate, plus any incurred expenses, will be invoiced to the client.

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