

TAX INVOICE

To	The Centre of Vocational	Pool Safety Barrier Training
Student Name	Excellence Pty Ltd	79 Rosedale Street
Address	ABN 18 605 075 527	Coopers Plains, QLD 4108
		07 3180 3148
	Invoice Number:	info@cvepoolsafety.edu.au

Invoice Date:

Our Bank Details

Bank: Commonwealth Bank

BSB: 062-692

A/C: 7909 2804

Payment is by bank transfer (EFT) only. We do not accept credit or debit card payments. Please enter your full name as a reference when processing the payment for this invoice.

QUANTITY	DESCRIPTION	UNIT PRICE
1	VBAISP2020 Course in Swimming Pool and Spa Barrier Inspection	\$3499.00
	GST	\$0.0
	Payment received	\$0.00

Education courses are GST-free

Total Owed \$3499.00

Policy Title

RTO: Fees and Refunds Policy

Purpose

Pool Safety Barrier Training is subject to all relevant consumer protection law that applies in Queensland and Victoria. The purpose of this Policy is to ensure that Pool Safety Barrier Training RTO students have informed choices and are provided with clear and factual information in relation to the fees and refunds associated with their course of study with the RTO.

Pool Safety Barrier Training is committed to providing accurate information, honours all its commitments and will act ethically in all dealings.

Scope

This policy applies to all advertising and marketing and is for the information of all Pool Safety Barrier Training RTO students and other stakeholders.

Policy Statement

Pool Safety Barrier Training RTO charges fees for participation in its training and assessment courses. All course fees and charges are published in relevant marketing materials.

Pool Safety Barrier Training RTO protects the fees paid in advance by students.

For nationally recognised courses (e.g., the QLD 11067NAT course), students are not required to pay more than \$1,500 in advance for services not yet provided. This limit applies only to nationally recognised courses.

Students enrolled in VBAISP2020 Course in Swimming Pool and Spa Barrier Inspections are required to pay the full fees in advance.

Course Fees

Course fees include:

- All the training and assessment required to achieve the enrolled qualification.
- Learning materials.
- Issuance of one set of certification documents, including the testamur (certificate) and a record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). An administration fee of \$60.00 for Pool Safety Barrier Training to re-issue a copy of your Certificate or Statement of Attainment applies.

Course Fees Terms and Conditions

1. Your enrolment will be processed upon receipt of your course application.
2. To confirm your place in the course, the full fees must be paid no later than 3 days prior to the course commencement date.
3. Upon receipt of payment, your place in the course is confirmed, and you agree to the terms and conditions.
4. The course is subject to maximum and minimum numbers.
5. If we are unable to deliver the course for any reason, you will be given a choice of a full refund or joining the next available class.
6. In the situation that the class is full, you will be offered alternative class dates or a full refund.

7. If you cannot attend the class and want to cancel your enrolment, please notify us more than 7 calendar days before the course commencement date to receive a full refund.
8. If you cannot attend the class and want to cancel your enrolment, if you notify us less than 7 calendar days from the course commencement, 35% of the fees will be retained.
9. If you cannot attend the class for any reason but would like to transfer your enrolment to a different class, please advise us in writing, and we will enrol you in our next available class.
10. Paid course fees are not refundable if the written notice is received on or after the program commencement date, except in exceptional circumstances.

Refunds

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by Pool Safety Barrier Training to provide those services to the student.

Full Refund: Pool Safety Barrier Training will provide a full refund (tuition fees) within 14 days of receipt of written notice of cancellation where:

- Pool Safety Barrier Training is unable to offer the course and where a suitable alternative cannot be provided;
- Pool Safety Barrier Training refuses the application for enrolment; or
- When written notice of cancellation is received more than 7 days prior to commencement of the course.

Partial: A partial refund will be provided (tuition fees) within 14 days of receipt of written notice of cancellation, less the amounts to be retained by Pool Safety Barrier Training as detailed below:

- If Pool Safety Barrier Training is unable to deliver the course, a full refund will be issued for any portion of the course that was not completed. The refund will be a pro-rated amount per unit that was not able to be delivered.
- A non-refundable amount equal to 35% of the tuition fee if written cancellation is received 7 days or less prior to the commencement of the next workshop.

Paid course fees are **not refundable** if the written notice is received on or after the program commencement date except in the following circumstances:

- Pool Safety Barrier Training is unable to deliver the course due to insufficient numbers or for other unforeseen circumstances. In this circumstance, a full refund of the fees paid will be made.

Refunds for tuition fees after the commencement of the course will be not made for the following grounds:

- Change of mind;
- Change of employment or working hours;
- Retrenchment.

Applications for refunds must be made by completing the Refund Application Form. Refunds will be paid to the person or organization who made the original payment.

Related Standards

The VBAISP2020 course is non-accredited and is not regulated by ASQA. Pool Safety Barrier Training applies the same fair practices used for its nationally accredited training under the Standards for RTOs 2025 (Standards 2.1 and 2.2 – Information), together with the Australian Consumer Law.

REFUND APPLICATION FORM

STUDENT DETAILS

Student Name:

Date of application:

Mobile Number:

Gender:

Male

Female

Date of Birth: / /

Email:

Name of the Current course: VBAISP2020 Course in Swimming Pool and Spa Barrier Inspection

REFUND APPLICATION

Reason/s for Refund:

Account Name:

BSB Number:

Account Number:

STUDENT DECLARATION

I declare that the information provided by me is true and complete and that it is my responsibility to provide all necessary documents to support my request for a refund.

Signature:

Date:

OFFICE USE ONLY

Prepared by: _____ Approved by: _____ Date: _____

Refund Processed by: _____ Date: _____

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