



Training Terms and Conditions

Master Plumbers Association of South Australia Inc is a not for profit Registered Training Organisation based in South Australia. To assist us conduct quality, sufficient training courses, please ensure you read the full terms and conditions listed below prior to attending our training programs.

Enrolments / Cancellations

Course Enrolments must be made in writing via our Training Course Enrolment Form, or our online Training Enrolment form.

Course Enrolments are not finalised until full payment of course fees has been made.

Course cancellations must be made in writing prior to course commencement, and at least 7 days prior should a refund be expected for paid course fees.

Course cancellations which are made less than 7 days prior to course commencement will attract 50% charge of the full course fees (including the CITB funded amount).

Course participants are entitled to nominate a substitute for the course where 7 days or more notice has been provided.

Administration fees may apply for changes to enrolments.

Master Plumbers reserves the right to cancel a course at any time. We will notify students prior to commencement and issue any applicable refunds where necessary.

Non-Attendance

Should no prior notice be given to Master Plumbers of a cancellation / non-attendance, the full course fee (including the CITB amount) will be charged. No refund will be provided if the fees have been paid prior to non-attendance.

**Exceptions will only be made under special circumstances.*

Transfers

Students are entitled to one transfer of a course booking to another course date without charge. Any transfers after this will incur a fee and no refund will be given if fees have been paid prior to transfer.

Payment and Refunds

Full course payment is expected upon enrolment for all Master Plumbers training courses.

No refunds will be given for non attendances.

Cancellations made less than 7 days prior to course commencement will only be refunded 50% of the course fee. Master Plumbers accepts no more than \$1,000 from each individual student prior to course commencement of a course.

CITB Funding

The CITB funded rate is provided only to individuals who have provided Master Plumbers with a current and approved CITB number.

The CITB funded rate is provided on the condition that the individual attends the full course and returns the completed CITB course completion acknowledgement form to the Master Plumbers.

Failure to comply with the above conditions will result in the full course fee being charged to the individual.

Student Support

We will endeavour to accommodate any special needs of students, or refer the student to an appropriate agency should we be unable to provide the service required.

Privacy

Master Plumbers will not collect personal information unless necessary for course enrolments. The RTO will not disclose any private or personal information to any third party without prior consent.

Issue of Certificate / Results

Certificates / results of Training Programs will be provided within 10 working days of course completion. Certificates /results cannot be issued until full course payment has been made. Replacement / re-issue of results will incur an administration fee.

Code of Conduct

All students studying with our RTO are expected to act responsibly and with respect at all times. Any students behaving inappropriately will be asked to leave. No refund of fees will be provided for dismissals.

Master Plumbers Association of South Australia Inc.

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