

TERMS & CONDITIONS

Competenz Trust operates under the following terms and conditions in accordance with its Credit Policy.

1. Payment in full is due by the 20th of the month following the invoice date, unless otherwise specified on the invoice.
2. Cancellation of previously confirmed enrolment to an Off Job Training Course will entitle the customer to a credit in accordance with the following criteria:

Block Courses

- 2.1 If Competenz receives notification of cancellation 4 weeks or more prior to the course start date or if the entire course is cancelled, a full credit will be issued.
- 2.2 If Competenz receives notification of cancellation between 2 to 4 weeks prior to the course start date, a credit note of 50% will be issued.
- 2.3 If Competenz receives notification of cancellation less than 2 weeks prior to the course start date, then no credit will be issued.

Night Classes and Study Groups

- 2.4 If Competenz receives notification of cancellation before the first scheduled session is held, a full credit will be issued.
- 2.5 If Competenz receives notification of cancellation after the first scheduled session has been held, then no credit will be issued.

Correspondence Courses

- 2.6 If Competenz receives notification of cancellation within 1 month of the enrolment date and the training materials are unopened, a full credit will be issued.
- 2.7 If Competenz receives notification of cancellation after the training materials have been opened or more than 1 month after the enrolment date, then no credit will be issued.

eLearning Courses

- 2.8 If Competenz receives notification of cancellation before any modules have been accessed, a full credit will be issued.
- 2.9 If Competenz receives notification of cancellation after any modules have been accessed, then no credit will be issued.

3. If attendance of a Block Course is repeated there will be another fee charged for that course and there will not be any subsidy applied to the cost of the fee.
4. Continuing attendance of a Night Class, Correspondence or eLearning Course past the 1 year anniversary of the original enrolment date will be subject to another fee charged for that course and there will not be any subsidy applied to the cost of the fee.
5. Trainee enrolment fees will not be credited where the trainee subsequently withdraws or terminates from their enrolment, with the exception of Elev8 fees where a quarterly pro-rata credit will be issued.
6. Resource annual fees will not be credited (or pro-rataed) where the trainee subsequently withdraws or terminates from their enrolment.
7. If an account remains unpaid 90 days after the due date (or earlier if Competenz determines the customer is unable or unwilling to pay), the account may be registered with a debt recovery agent.
8. Where Competenz contracts a debt recovery agent to recover any outstanding fees, this may result in further legal and recovery costs to the customer. The Customer will be liable for all of Competenz's costs, including any costs in recovering any Amount Payable, plus any debt collection or enforcement charges and legal costs on a solicitor and client basis.
9. Continued failure to pay accounts by the due date will result in the withdrawal of credit privileges. The withdrawal of credit privileges will prohibit access to training through Competenz, until such times as the outstanding amount is paid in full, and may affect the payment of subsidies.