

## Terms, Conditions and Policies

### Financial Management and Refund Policies

The AQTF 2015 Essential Standards for Registration require a Registered Training Organisation (RTO) to protect fees paid in advance and have a fair and reasonable refund policy.

Nova has in place financial safeguards and refund policies that provide a means to protect an individual student's investment should Nova cease trading and be placed into administration or if a student withdraws from a course or training and/or assessment service and is eligible for a refund. Accordingly, Nova has put measures in place to protect any student fees paid in advance or refund the student any monies owing in accordance with its refund policy.

It is Nova's policy to collect fees paid in advance from individual students and to protect these fees in accordance with the DFEEST's Guidelines for RTOs registered in South Australia under the Training and Skills Development Act 2008. No Parchment (Certificate IV or Diploma) will be issued until all fees have been paid by the individual student.

The full course fee is required to be paid in advance from other clients/students (eg companies, incorporated bodies, government agencies) and is protected using Nova's standard Terms and Conditions (See below).

The Terms and Conditions are also documented on the enrolment form and students must sign as an acknowledgement that they have read and understood them prior to attending the course.

### Nova Refund Policy

Bookings will only be processed on receipt of an official enrolment form accepting the terms and conditions. All invoices will be forwarded upon receipt of the enrolment form.

An acknowledgement email will be sent following registration confirming a place on the course. A joining instruction will be sent closer to the course date. It is recommended that travel arrangements not be made until Nova confirms that the course is proceeding.

All fees must be paid 21 days prior to commencement of the course.

Nominations less than 21 days prior to commencement of the course are non-refundable and are immediately payable.

Cancellations 21 or less working days before the course incur full course fees.

Cancellations 21 or more working days before the course incur an administration fee of \$275.00 including 10% GST.

Transfers to another Nova course date 21 or more working days before the course attract an administration fee of \$385.00, including 10% GST. Only one transfer per participant is allowed per course. Please note you may send another participant in your place without incurring transfer fees.

Cancellations or transfers must be in writing by email.

Participants who fail to attend the course without advising Nova Systems will be charged the full fee per participant.

If Nova Systems cancels the course for any reason, a full refund of course fees will apply.

## Appeals/Complaints/Disputes

Nova Systems has in place a robust appeals and complaints process that addresses any issues that participants may have regarding any aspect of our training. The respective course instructor or course coordinator is the first point of contact should there be any appeal or complaint regarding any Nova Systems Course. The Nova Training Manager is also an alternative point of contact for any appeal or complaint. Any complaints or appeals can be forwarded to [Training@NovaGroup.com.au](mailto:Training@NovaGroup.com.au) or to the Training Manager, PO Box 108 Fyshwick ACT 2609. Nova aims to seek resolution of all appeals and/or complaints within a timely fashion, normally within 15 working days from formal receipt.

If anyone is not satisfied with Nova Systems' resolution of an appeal or complaint, please contact the Quality and Tertiary Education Policy (QTEP) Directorate.

The QTEP is responsible for investigating complaints concerning the quality of services of Registered Training Organisations (RTOs), CRICOS Providers and higher education providers operating in South Australia.

QTEP is responsible for investigating complaints relating to training providers who are registered or are purporting to be registered under the Training and Skills Development Act, 2008.

QTEP's contact details are:

Quality and Tertiary Education Policy

Department of Further Education, Employment, Science and Technology

Phone 08 8226 3065 Website [www.training.sa.gov.au](http://www.training.sa.gov.au)

Level 4, 11 Waymouth Street, Adelaide SA 5000

## Other useful contacts

For questions or concerns about the training system in South Australia:

Office of The Training Advocate  
Phone 1800 006 488 Website [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)  
55 Currie Street, Adelaide 5000

For information and advice about consumer rights and protection (including refunds or reimbursements):

Office of Consumer and Business Affairs (OCBA)  
Phone (08) 8204 9777 Website: [www.ocba.sa.gov.au](http://www.ocba.sa.gov.au)  
Chesser House, 91-97 Grenfell Street, Adelaide

For information and advice about Equal Opportunity and Equal Employment issues in South Australia:

South Australian Equal Opportunity Commission  
Phone: 1800 188 163 Website: [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)  
GPO Box 464, Adelaide SA 5001