

Terms and Conditions

These terms and conditions apply to organisations and individuals using Schrole Develop products and services (Services). Schrole Develop is the trading name of ETAS (WA) Pty Ltd which is part of the Schrole group of companies. ETAS (WA) Pty Ltd is a Registered Training Organisation (RTO # 1967).

A. Fees

1. Enrolments are accepted from individual learners and from organisations.
2. Schrole Develop complies with Clause 7.3 of the Standard for Registered Training Organisations (RTOs) 2015 Protecting pre-paid fees by students.
3. All enrolments are the subject of a signed Quotation and Confirmation of Service (Quote).
4. Prices quoted include or exclude GST as noted on the Quote.
5. Individual learners and company funded courses are payable in full in advance of course commencement, noting the protections extended to individual learners under the RTO Standards.
6. Given the nature of Recognition of Prior Learning (RPL), learners wishing to achieve a qualification through a RPL pathway should contact Schrole Develop for an initial consultation and Quote. Where the student is deemed eligible to undertake a RPL program a Quote will be issued for consideration and acceptance before proceeding.
7. Any expenses associated with the delivery of the Services that are in addition to the Quote, shall be agreed in advance with the client. These costs will be recharged to the client once incurred.
8. Any travel, flights, accommodation or other costs are to be arranged and paid for by the client where possible. In the event that this cannot be arranged, costs incurred by Schrole Develop will be recharged to the client, with a 10% administration fee applied.
9. Payment of fees made by credit card will incur financial institution processing fees.
10. Fees for course customisation or other consulting work are in accordance with the Quote and/or the executed consulting agreement
11. Where projects are undertaken for overseas clients, fees are payable in full in the agreed currency, free of any transaction fees and local taxation charges.

B. Cancellations, reschedules and withdrawals

1. Students are entitled to full refunds when:
 - a. The course does not commence on the agreed day; or
 - b. The course/module/unit of competency is cancelled; and
 - c. A mutually agreeable revised date cannot be found.
2. If a learner/organisation wishes to cancel or reschedule their enrolment, then the following applies in relation to course commencement date:
 - a. Notice given is greater than 21 days - \$250 administration fee payable
 - b. Notice given is between 7 and 21 days - 50% of the course fee payable
 - c. Less than 7 days or no notice given - 100% of the course fee payable
3. The term "commencement" (or any derivative thereof) in this information refers to the first day of the first course attended by the learner.
4. If a student commences a course but does not complete due to circumstances outside the control of Schrole Develop, fees are not refundable. Any outstanding fees remain payable, with consideration given to any notice of cancellation provided in accordance with clause 2. above
5. Certificates and Statements of Attainment will be issued on successful completion of the course and once all fees have been paid in full.
6. Refunds may be requested in writing to the Schrole Develop RTO Manager and will be addressed within 14 working days from receipt of the request. In the event a refund is payable, this will be processed within 21 working days of resolution of the request.

7. The refund process reflects the commitment by Schrole Develop to hold places as booked by clients and the amount of planning and administrative resources invested prior to commencement.
8. Schrole Develop reserves the right to consider and approve requests claiming extraordinary circumstances at its sole discretion.
9. Enrolments will be cancelled, and any monies paid will be forfeited after 12 months of inactivity by the learner. Any outstanding monies should be paid.

C. Intellectual Property

1. Schrole Develop retains the intellectual property rights for its course materials including any contextualised materials developed for a particular client.

D. Confidentiality

1. Schrole Develop will treat any confidential information relating to learners, clients or their projects confidentially unless disclosure is required by legislation or Schrole's regulatory bodies.
2. Schrole Group Ltd is a company listed on the Australian Stock Exchange (ASX) and, as such, is subject to continuous disclosure obligations under the Corporations Act and the ASX Listing Rules. This may require disclosure of certain information in relation to the Services.

E. Privacy

1. Schrole Develop is strongly committed to being responsible custodians of the information provided by its customers and the information it collects while operating its business. Schrole Develop complies with the Schrole [Privacy Policy](#).

Code	TR.0001	Version	4.1	Date Amended	November 2022	Next Revision Date	November 2024	Page 1 of 1
Title	Schrole Develop – Terms and Conditions			Document Controller		Chief Operating Officer		