

# COURSE FEES

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Course fees are set at competitive rates and will be advised prior to the enrolment in a course. These fees may vary from course to course. Fees and charges are available on request by telephoning Martyr Training Services on (07) 4743 3400. All fees will be paid according to the fee structure provided prior to enrolment.

Course fees are due and payable at the time of enrolment unless otherwise negotiated.

Online courses must be paid in full before access is granted to our eLearning services.

No Statement of Attainment or Qualification will be issued until full and final payment has been received.

## Cancellations and Refund Policy

If you wish to withdraw from a course, you must advise Martyr Training Services in writing of your decision. Written notice to cancel must be sent via email to [admin@martyrtraining.com.au](mailto:admin@martyrtraining.com.au). Your request to cancel will be reviewed by management, and you will be advised of the outcome within five (5) working days.

From time to time, a refund may be required for specific student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Martyr Training Services Student Handbook,
- Martyr Training Services website, and
- As a part of the student agreement completed prior to enrolment

The term "commencement" in this policy refers to the first day of the first program attended by the client, or the first day of access to the first program on our eLearning service.

### Face to Face Courses

Where the applicant provides written notice of cancellation greater than seven (7) business days in advance of the course start date of a cancellation, a cancellation fee will not apply.

Where the applicant provides written notice within seven (7) business days or less in advance of the course start date of a cancellation, no refund will be granted.

### eLearning and Online Courses

All online training is non-refundable.

# Martyr Training Services

## Student Handbook

### Driving Lessons

Where the applicant provides written notice within 48 hours, a refund may be requested. Refunds must be requested in writing to the manager of Martyr Training Services. Refund requests must be sent via email to [admin@martyrtraining.com.au](mailto:admin@martyrtraining.com.au).

All requests for refund will be processed on an individual basis.

### Driving Tests

Martyr Training Services may book driving tests with the Department of Transport and Main Roads on behalf of the student. Payment is required at the time of booking and incurs a surcharge. Where driving tests are cancelled with more than two (2) business days notice, the student will be refunded the full amount **less the surcharge**. This surcharge is implemented by the Department of Transport and Main Roads and cannot be waived by Martyr Training Services.

### Contracted Courses

Where Martyr Training Services developed specific training at the request of a client, a Services and Resources contract must be signed. In the event of a cancellation where resources have been dispatched and course development has commenced, an enrolment and resources fee will apply.

Where the applicant provides written notice of cancellation greater than seven (7) business days in advance of the course start date of a cancellation, enrolment and resource fees will apply and be invoiced. This may include travel and development cost.

Where the applicant provides written notice greater than seven (7) business days in advance of the course start date of a reduction in trainee numbers, enrolment and resource fees will apply and be invoiced if these processes have been completed and resources dispatched. The minimum course fee will apply for any course developed and arranged specifically for the client.

### Refund Requests

The refund process reflects the commitment to hold places as booked by the clients.

All refunds must be requested in writing to the manager of Martyr Training Services. Applicants may be required to produce written evidence to support the refund request, such as a medical certificate. The manager will process refund requests within seven (7) days from the day of receipt.

All refund requests will be processed on an individual basis, considering the impact on follow on units (if applicable).