

Terms of use

Contact Information

Australian Skills Development Institute Pty Ltd

ABN: 79109449809

Trading Address: 7/21 Station Road, Indooroopilly, QLD, Australia, 4068

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Email: enquiries@asdi.edu.au

Delivery policy

The Australian Skills Development Institute Pty Ltd delivers accredited and non-accredited training and this is done through a range of delivery methodologies using blended learning and online learning. Users apply and pay for their courses through our online secure payment gateway. The process for the user is as follows:

- The user applies for a course online.
- The user receives an automated email confirming application.
- The user profile is then reviewed and either accepted or rejected within 2 business working days.
- If the user is accepted, the user will then receive a link to an invoice in the student zone.
- The user will then be able to click on the invoice and pay for the course applied for in full (upfront fees for nationally recognised training courses will however be limited to instalments invoiced at a maximum of AUS \$1,500 per learner at any given time).
- Once paid, the user will have access to all courses and training content in 2 business working days.

Should there be any irregularities with payment or access, contact the systems administrator at enquiries@asdi.edu.au or on +61 7 3374 2339.

Transaction Currency

- **AUD** to appear next to all pricing (e.g. AUD \$100.00)
- Terms and conditions: All transactions are processed in Australian dollars (AUD)
- **Pricing Policy**

All of Australian Skills Development Institute Pty Ltd's transactions are in Australian dollars (AUD) and include GST (Good and Services Tax) as of 1 December 2016. Prices are reviewed annually.

Customer Service Policy

Australian Skills Development Institute Pty Ltd is committed to providing exceptional customer service and quality products. We endeavour to make sure that all our training courses are current and available. Standard delivery time frames are 2 business working days after receipt of payment. If we are unable to fulfil our obligations, we will notify the user within 2 business days to arrange a full refund.

Fees

ASDI delivers a range of consulting and training services with varying fees structures. Upfront fees for nationally recognised training courses will however be limited to instalments invoiced at a maximum of AUS \$1,500 per learner at any given time.

Refund Policy

There are specific criteria under which a refund may be granted. Student enrolment can be deferred, suspended or cancelled in limited circumstances by the student or by the Australian Skills Development Institute Pty Ltd. When deferral, suspension or cancellation of enrolment is initiated by Australian Skills Development Institute Pty Ltd, students have the right to appeal the decision.

ASDI-initiated refunds

Where a refund results from a situation caused by Australian Skills Development Institute Pty Ltd, e.g. suspension of an online course, a full refund of the fees will be given. No administration fee will apply.

Student-initiated refunds

Refunds will not be granted automatically. Students are expected to be aware of work and personal commitments before enrolment. Students must demonstrate that the cause of withdrawal could not be reasonably anticipated before enrolment. A full refund (less administration fee) will be given if you withdraw at least 28 days before the course starts.

A 50% refund (less administration fee) will be given if you withdraw for reasons of personal circumstances beyond your control, after the course has started, but within three weeks of the date the course started.

Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other valid reason at the discretion of the student, or
- the result of a successful RPL application, received within three weeks of the date of the start of any units in which you have enrolled.

Cancellation of the course by the student will carry a cancellation enrolment fee of AUD \$150.

Consumer Data Policy

Refer to our ***Privacy Policy***.

Security Capabilities and Policy for Transmission of Payment Card Details

Security Policy: When purchasing from the Australian Skills Development Institute Pty Ltd your financial details are passed through a secure server using the latest 128-bit SSL (Secure Sockets Layer Encryption Technology). 128-bit SSL encryption is the current industry standard. If you have any questions regarding our security policy please contact our customer support centre at enquiries@asdi.edu.au.