

Definitions

- TATSA – Test and Tag Standards Australia, a division of ACME Test and Tagging Pty Ltd
- Course date - date of the classroom session(s)
- Course venue – location where classroom sessions will be conducted
- Classroom Course – all sessions are presented at a course venue
- Combo Course - some content is accessed online and some content is presented at a course venue
- Online Course – all content is presented online
- Student – person enrolled to participate in a course
- Web site – www.tatsa.com.au

General Terms:

- Tutors and presenter engaged by TATSA will make reasonable efforts to assist the student to successfully complete the course however no guarantee is provided the student will complete all course components and successfully complete any assessments.
- Start and finish times for course date are detailed on the web site or other communications issued by TATSA and may be subject to variation.
- No guarantee is provided participation in a course will enhance employment prospects, income, career advancement or business success.
- Courses are presented in English. Student are required to have a minimum literacy standard equal to "basic conversational English". TATSA does not provide interpreters, translators or language aids.
- Some aspects of the practical training and skills components students are required to undertake or perform involve elements of risk that could result in injury, disfigurement or death. Students must at all times adhere to safe work practices including safety guidelines and instructions issued during the course.
- TATSA and their agents reserve the right to remove any student from a course due to behaviour deemed inappropriate, illegal, unlawful, unsafe, disruptive or the representative of TATSA has reasonable grounds to believe the student is impaired by alcohol, drugs or other substances.
- Student(s) removed from a course shall not be entitled to a partial or full refund, compensation or allowed further participation in the course.
- Course content is protected under copyright laws. Sharing or distribution of course content (in part or full) is not permitted without written authorisation of TATSA.
- Acceptance of the course terms and conditions is implied by completing and submitting a registration form.

Enrolment

- A request to enrol in a course is made by completing and submitting a registration form before the advertised close time.
- Enrolment submissions are assessed on a "first come, first paid in full" basis.
- TATSA reserves the right to decline any request to enrol or attend a course for reasons including, but not limited to, incomplete and/or inaccurate information on registration form or failure to finalise payment of the course fee by the due date.

Classroom Courses

- Students must attend all sessions to be eligible to undertake final assessment. No provision is made to do catch up sessions for missed sessions.
- TATSA will provide appropriate tuition, course notes and test equipment to enable students to complete the course.

Combo Based Courses

- To complete the online components, students must have, at their own cost, internet access and access to copy of latest version of the standard AS/NZS 3760.
- Classroom sessions are conducted on the course date detailed on the web site and other communications issued by TATSA
- Attendance to the classroom sessions is strictly subject to the student completing all online components on or before 2 clear working days (the cut-off date) prior to the course date.
- Students who have not completed all the online components prior to the cut-off date can request a transfer to another course date.

Online Courses

- Access to course content is for a period of 60 days from date registration is received. Registrants can apply for an extension. Requests will be assessed on a case-by-case basis.
- Access to course content is limited to the exclusive use of the registered student and is not be shared with or distributed to other persons or parties.
- At their own cost, students must have internet access and access to a copy of latest version of the standard AS/NZS 3760.
- At their own cost, students must have access to suitable test equipment and appliances to practice and demonstrate the practical skills of the course.

Deferments & Transfers

- Requests to transfer an enrolment to another course date must be submitted in writing and nominate a future course date.
- All requests will be given fair consideration and acceptance to nominated future date will be subject to availability of the nominated date.
- A transfer fee will apply for all requests and must be paid in full within 3 working days from date TATSA confirms the transfer request has been successful. If payment is not received within the designated time frame the request will be cancelled and the enrolment treated as a non-attendance cancellation.
- When a request is received no later than 7 working days prior to the date of the classroom session, a transfer fee of 20% of course fee paid will apply.
- When a request is received no later than 3 working days prior to the date of the classroom session, a transfer fee of 50% of course fee paid will apply.
- When a request is received less than 3 working days prior to the date of the classroom session, transfer fee of 75% of course fee paid will apply.

Cancellations

- Requests to cancel enrolment must be provided in writing and will not be accepted after commencing any course.
- A student is deemed to have commenced a course by accessing their online user account for the first time or attending any classroom session.
- Cancellation requests received 10 working days or greater prior to the course date, a 10% cancellation fee will apply.
- Cancellation requests received less than 10 working days prior to the course date, a 50% cancellation fee will apply.
- Cancellation requests received less than 4 working days prior to the course date, a 100% cancellation fee will apply.
- Non-attendance on the course date without an approved cancellation request, a 100% cancellation fee will apply.

Payment

- Course fee is payable in full no later than 7 days prior to the nominated course date or as otherwise advertised.
- Payment made by EFT must include your invoice number to aid identification of payee.
- Payment debit / credit card can be made by via the payment portal on the web site www.tatsa.com.au
- A surcharge may be applied to payments made by card – see web site for details.
- TATSA is not responsible for delays in transmission or processing of payments