

1. Introduction

These Terms and Conditions ("Terms") apply to the provision of **training services**, including but not limited to accredited courses, professional development, and workplace training ("Services"), offered by **Training and Skills Group Pty Ltd**.

By engaging our Services, you agree to comply with these Terms. If you do not accept these Terms, you must not proceed with the purchase or use of our Services.

2. Service Fees and Payment Terms

2.1 Payment Obligation

- All training services must be paid for in accordance with these Terms.
- Payment is required within **14 days** from the date of invoice unless otherwise agreed in writing.

2.2 Payment Methods

We accept payments by credit card and direct debit.

2.3 Late Payments

- If payment is not received within the **14-day period**, we reserve the right to suspend further training services until the account is settled.
- Any costs associated with debt recovery will be payable by the client.

3. Refund and Cancellation Policy

3.1 Refunds

Refunds will only be considered under the following circumstances:

- We are unable to deliver the agreed training services.
- A written refund request is submitted and approved under exceptional circumstances.

All refund requests must be submitted in writing to **customers@tsg.edu.au**, and approved refunds will be processed within 14 days.

3.2 Cancellation Policy

- **Cancellations by the client** require a minimum of 30 days' written notice.
- If training is cancelled or rescheduled by us, we will offer an alternative training date.

4. Client Responsibilities

Clients engaging our training services agree to:

- Provide accurate and complete information for enrolment.
- Ensure participants meet any pre-requisites for the training.
- Adhere to all safety, attendance, and behavioral expectations during training sessions.

Failure to comply may result in exclusion from the training without a refund.

5. Intellectual Property

All training materials, including course content, presentations, and assessments, remain the **intellectual property of Training and Skills Group Pty Ltd**. Clients are not permitted to:

- Copy, reproduce, or distribute training materials without prior written consent.
- Use training materials for commercial purposes without authorisation.

6. Limitation of Liability

To the fullest extent permitted by law, **Training and Skills Group Pty Ltd** is not liable for:

- Any indirect, incidental, or consequential loss arising from the use of our training services.
- Any errors, delays, or disruptions beyond our control.

Our total liability is limited to the amount paid for the specific training service in question.

7. Privacy and Confidentiality

We are committed to protecting the privacy of our clients. Any personal or business information provided will be handled in accordance with our **Privacy Policy** and will not be shared without consent, except as required by law.

8. Dispute Resolution

In the event of a dispute, both parties agree to attempt **negotiation or mediation** before pursuing legal action.

9. Governing Law

"These Terms are governed by the laws of Queensland, Australia. Any disputes shall be subject to the exclusive jurisdiction of the courts of Queensland."