



Training & Apprenticeship Employment
DIVISION OF MPA GROUP

RTO 1892

MPA SKILLS PAYMENT ARRANGEMENT APPLICATION

Conditions of acceptance of this Payment Arrangement application:

- 1) This Payment Arrangement application form must be emailed to preapps@mpaskills.com.au prior to the start date, or handed in on the first day of the course to be eligible for enrolment.
- 2) A deposit can be paid any time prior to commencement but must be paid by the Course Start Date.
- 3) The balance paid (either weekly or fortnightly) over the period arranged
- 4) Installments can be made by Credit or Debit card and will be processed by MPA Skills on Fridays. (Card details to be noted under the 'Payment Slip' on the Invoice and returned with this Payment Arrangement Application)
- 5) Or by direct debit from a nominated Bank Account. Deductions will be processed by MPA Skills on Fridays. It is the student's responsibility to ensure funds are available in the account on this day. (Please complete and return page 2 of the Service agreement along with this Payment Application)
- 6) If a payment is defaulted this agreement will be cancelled and full payment of the remaining course fee with be payable immediately.

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) Arrangements made between Plumbing & Painting Training Company User ID 304380 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

INITIAL TERMS OF THE ARRANGEMENT

In the terms of the Direct Debit Request Arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for services provided.

DRAWING ARRANGEMENTS

- The first drawing under the Direct Debit arrangement will occur 14 days following the date of your invoice.
- If any drawing fails due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days' notice in writing or facsimile when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms you can contact our accounts department on 9471 6600.

YOUR RIGHTS

CHANGES TO THE ARRANGMENT

If you want to make changes to the drawing arrangements contact our accounts department. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual; or
- Suspending the DDR; or
- Cancelling the DDR completely.

ENQUIRIES

Direct all enquires to us, rather than to your financial institution, and these should be made at least 5 days prior to the next scheduled drawing date. All communication address to us should include your account reference number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our accounts department

- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - Within 7 business days (for claims lodged within 12 months of the disputed drawing) or
 - Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this); AND
- That on the drawing date there is sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed

If your drawing is returned or dishonored by your financial institution we will contact you regarding re-draw after a nominated period or other arrangement to be made. Any transaction fees payable by us in respect of the above will be added to your account.

Please complete the MPA Skills Student Payment Details Below

Student Name		Date	
Student Mobile			
Address			
Course Name			
Invoice #		Fees	
Agreed Installments <small>*Weekly or Fortnightly</small>	\$	*Commencement Date	*
Comments			

Direct Debit Option			
I / We request Plumbing & Painting Training Company User ID 304380 to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.			
Name of Account Owner			
Mobile (if different from above)			
Name of Financial Institution		Branch	
BSB #		Acct #	
Signature		Date	
<i>If Debiting from a joint account, both signatures are required</i>			
Joint Account Signature		Date	

Due to financial difficulties, I request that a Payment Arrangement be entered into for payment of my Course Fees. I agree to the Terms & Conditions.

Student Signature:

Parent / Guardian
(if student under 18 yrs)
