

## **POLICIES, TERMS & CONDITIONS**

### **Policies regarding delivery of vocational qualifications on website**

GeSS Education delivers qualifications on behalf of partner RTOs (Colleges) under Third Party Agreements lodged with Australian Skills Quality Authority (ASQA). GeSS Education follows partner RTOs policies and procedures at all times. These policies and procedures are outlined in each RTOs Student Handbook, for example, Privacy Policy, Refund Policy, Training & Assessment policy and procedures (Delivery of Courses). GeSS Education's enrolment form also supports this statement, and students are fully aware that enrolment into a vocational qualification outlined on GeSS Education's website means that they will be issued their qualification, upon successful completion, by the RTO relevant to their chosen qualification.

Please refer to RTO Student Handbooks for further information on RTO Policies & Procedures.

### **Ordering Resources**

GeSS Education requires all orders to be paid for before distribution. GeSS Education will issue a tax invoice upon receipt of an order. Clients need to use the invoice number as their reference when paying the invoice. Orders will be processed within 48 hours of confirmation of receipt of payment.

### **Prices for Resources**

Prices detailed in GeSS Education's promotional material, order forms and website are recommended retail prices and subject to change without notice. GeSS Education will endeavour to have stock available for any item promoted on its website, however, will not be liable if this does not eventuate due to unforeseen circumstances. The client is responsible for any taxes, duties or other liabilities imposed by any government agency, including without limitation, any customs duty, goods and services taxes or any value added tax imposed on any products or services acquired or ordered by you from GeSS Education.

### **Prices for Courses**

Prices detailed in GeSS Education's promotional material, order forms and website are recommended retail prices and subject to change without notice.

### **GST on Resources**

All GeSS Education products incur GST and is payable by the client.

### **Postage and Handling charges**

All postage and handling and any freight charges for GeSS Education products are free of charge.

### **Delivery of Resources**

GeSS Education will not be liable for any failure to abide by the following delivery times.

- For domestic orders within Australia, please allow 10 working days from the date of payment received.
- For international orders please allow up to 14 working days from the date of payment received.

### **Order fulfilment of Resources**

It is the client's responsibility to check resources distributed as soon as they are received. If there are any issues with the contents of an order, please contact GeSS Education on [Cristine@gesseducation.com.au](mailto:Cristine@gesseducation.com.au) within 10 days of order being distributed by GeSS Education.

### **Refund policy on Resources**

Please note that all GeSS Education resources and services are non-refundable. However, if goods are faulty, then goods must be returned within 14 days of order being distributed by GeSS Education.

GeSS Education will then distribute goods to a satisfactory standard within the following 10 working days.

### **Damaged goods**

Goods damaged in transit to the client will be replaced in full.

### **Copyright & Intellectual Property – Student Resources & Professional Development Courses:**

GeSS Education resources are authored and published by Global Educational Supplies & Services Pty Ltd (GeSS Education) or its licensors or licensees. The copyright of these resources is owned by GeSS Education or its licensors or licensees and is protected by Australian Copyright Law and by International Conventions and applicable law in other jurisdictions. All rights are reserved for GeSS Education and/or its licensors or licensees. Unlicensed or unauthorised copying is PROHIBITED BY LAW, Commonwealth of Australia, and Copyright Act 1968. Under no circumstances can GeSS Education student resources and professional development courses be re-printed and given or sold to other parties.

GeSS Education reserves the right to accept or decline any order or service.

### **Copyright & Intellectual Property – Teacher Resources:**

GeSS Education resources are authored and published by Global Educational Supplies & Services Pty Ltd (GeSS Education) or its licensors or licensees. The copyright of these resources is owned by GeSS Education or its licensors or licensees and is protected by Australian Copyright Law and by International Conventions and applicable law in other jurisdictions. All rights are reserved for GeSS Education and/or its licensors or licensees. Unlicensed or unauthorised copying is PROHIBITED BY LAW, Commonwealth of Australia, and Copyright Act 1968. GeSS Education teacher resources are sold by GeSS Education with full rights to re-print by the client for the client's class use only and under no circumstances can GeSS Education teacher resources be re-printed and given or sold to other parties. GeSS Education teacher resources are sold under a perpetual licensing agreement; however, this license may be terminated by GeSS Education should this license be breached by the RTO or an employee of the RTO, or by any end user.

Global Education Supplies & Services Pty Ltd (GeSS Education) acknowledges that once an order is given for teacher resources through the GeSS Education website and that said order is duly filled by GeSS Education, that GeSS Education gives the purchaser the rights and authorisation to print copies of the said teacher resources for the purchaser's class use only. The purchaser at no time has the right or authority to pass on goods or re-printed materials to any other party.

GeSS Education reserves the right to accept or decline any order or service.

### **Privacy & Security**

GeSS Education is committed to protecting the privacy of your information. GeSS Education adheres to the Privacy Act 1988 and ensures personal information collected is kept confidential and protected at all times.

GeSS Education currently collects various information and details from website users which include email address, name, your organisation's name, billing address, shipping address, phone number, and details of your order. We collect these details in order to process and ship your order.

To protect your personal information, we take reasonable precautions and adhere to industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. GeSS Education do not provide your personal information to any third party for advertising purposes. GeSS Education never releases personal information about our clients or individual visitors to our site.

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GeSS Education also collects details and information to perform statistical analyses of search engine optimization opportunities, as well as communicate via email to you about our products and services. GeSS Education recognizes user access privileges. However, GeSS Education is unable to control all risks associated with sending information across the Internet.

Regarding any students that GeSS Education deliver courses to via third party arrangements with RTO's; GeSS Education will follow their policies and procedures. These policies and procedures can be obtained from their Student Handbooks accessible on GeSS Education's website or on the relevant RTO's website.

If you have any concerns in relation to GeSS Education and its products and services, please email GeSS Education on [info@gesseducation.com.au](mailto:info@gesseducation.com.au) and we will be in touch with you shortly.

**GeSS Education details:**

Company name:	Global Educational Supplies & Services
Trading name:	GeSS Education
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ABN Number:	92 160 975 593