

Refund and Cancellation

(Extract from Student Handbook 2018)

Cancellation Policy

Course information for each program provides advice on provisions for withdrawal from that course. Standard procedure allows for cancellation or withdrawal up until five business days from commencement without disadvantage. Applicable charges may apply wherein withdrawal is made less than five business days from the date of commencement. The following arrangement apply to all public courses:

Cancellation/Withdrawal more than 5 business days	Cancellation/Withdrawal less than 5 business days	Cancellation/Withdrawal after commencement
Full Refund	90% Refund*	No Refund*

**Provisions for exceptional circumstances may apply*

Where a specific course has been scheduled under a corporate arrangement, the agreement or contract in place for that instance will outline cancellation or withdrawal procedures and any fees, charges or penalties resulting from cancellation at short notice.

Where an enrolment is cancelled on the grounds of misconduct, fees paid will be forfeited.

Cancellation by CERT

CERT reserves the right to cancel a course where there is limited enrolment interest. Such instances are rare and CERT will notify affected students well in advance of the course to provide options for alternate courses and refunds where applicable.

Transfer to a Different Course

Students may be provided with opportunity to change course dates. The course confirmation documentation for each course provides information for students on requirements. If attendance is not rescheduled before the course commences, a fee may be applicable.

Substitution

An alternate person may be substituted prior to the commencement of a course in place of a registered student at no additional cost.

Non-attendance

Non-attendance at any public course without prior notification will incur a charge equivalent to the full course cost (or as per instructions provided in course confirmation documentation).

Refunds

A full or partial refund of fees is available to eligible students where withdrawal from a course is made prior to the commencement date or within the timeframe outlined in the confirmation notification of enrolment (please refer to confirmation notification of the specific program for information).

Refund Process

Requests for refunds must be made in writing to CERT, staff will assist in making an application for a refund.

All refund requests must include the following details:

- Name and contact details of the person requesting the refund
- Invoice Number
- Student(s) name (listed on booking)
- Date of scheduled course
- Location of scheduled course
- Refund type (cancellation, transfer, withdrawal, other)
- The reason for the request
- Any supporting documentation
- Details for preferred refund payment method

All requests will be processed promptly with notification on the status of refund requests provided within five business days.

Where an applicant is not satisfied with the outcome of a refund request, an avenue for appeal against the decision will be available.

Exceptional Circumstances

Where exceptional circumstances result in unavoidable disruption to study, a student may apply to withdraw from the program without financial penalty. Exceptional circumstances, covering a range of unexpected, extenuating and compassionate situations which are outside of the control of the student and/or for which there was no opportunity to prepare in advance, will be recognised.

Exceptional circumstances may include, but are not limited to:

- Medical issues: an unexpected illness, recurrence of a chronic illness or an accident
- Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident
- Formal legal commitments
- Unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice, redundancy or significant event.

CERT aims to be flexible and accommodating with our procedures and recognises that in some cases there are exceptional circumstances under which a charge for cancellation is unreasonable.

All situations of exceptional circumstances will be considered by an appropriate management representative of CERT and each will stand on its merit.

Where a student's current enrolment cannot continue until a later time as the result of Special Circumstances, tuition fees already paid will be recognised.

Refund Request Form

Requests for refunds must be made in writing to CERT. All requests will be processed promptly with notification on the status of refund requests provided within five business days.

Contact Details *(to be completed by the person requesting the refund)*

Full name:	
Company:	
Address:	
Phone:	
Email:	

Course Details

Course Name:	
Invoice Number:	
Amount Paid:	
Student Name(s):	
Date of Scheduled Course:	
Location of Scheduled Course:	
Refund Type:	<input type="checkbox"/> Cancellation <input type="checkbox"/> Transfer to new date <input type="checkbox"/> Other
	If other, please provide details:
Reason for Refund Request:	Please describe in detail the reason you are requesting a refund: (attach any supporting documentation)

Declaration

I understand that the amount refunded may not be the full amount paid, in accordance with the CERT Refund and Cancellation Provisions.

I understand that I have access to the Complaints, Appeals and Grievances Procedure (CERT-PRO-CAG-01.0), should I not agree with the outcome decision.

I acknowledge that no refund will be granted for requests made after a class has started and, for distance learning courses and RPL, no refund is available once the course materials have been made available.

I acknowledge that all refunds will be processed using the same payment method in which the original payment was made.

Signature:	
Date:	

Office Use Only

Date Request Received:	
Request Outcome:	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
Amount to be Refunded:	
Comments:	
Approver Name:	
Approver Position:	
Signature:	
Refund Date:	
Refund Payment Method:	<input type="checkbox"/> Eway Refund <input type="checkbox"/> Electronic Funds Transfer <input type="checkbox"/> POS