

Refund and Cancellation Provisions

Payment of Fees

Payment of fees is a condition of enrolment and there is an expectation fees will be paid prior to the completion of the course. All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following until the amount is paid in full:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of enrolment
- Exclusion from future enrolments with CERT

CERT may refer unpaid fees to a third-party recovery agency where additional charges may be applicable.

CERT will provide a full breakdown of all fees applicable to a course prior to enrolment. As a rule, CERT will not take payments in advance of the day of commencement of training, however where it is preferred that fees are paid in advance, a receipt is issued on payment. Should circumstances change after payment and withdrawal be required prior to commencement, CERT will assist with transferring the enrolment to another course or make arrangements for a refund as applicable.

Cancellation Policy

Course information 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 where withdrawal is made less than five business days from the date of commencement. The following arrangement applies to all public courses:

Cancellation more than five business days	Cancellation less than five business days, but before the course commences	Cancellation after the course has commenced
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 along with 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 choose to or be provided with opportunity to change course dates. The course confirmation documentation provides information for students on the requirements. If attendance is not rescheduled before a course has commenced, 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 course for information).

Refund Process

Requests for refunds must be made in writing to CERT. CERT office contact details can be found [here](#). CERT staff are happy to assist in making applications for a refund.

All refund requests must include the following details:

- Name and contact details of the person requesting the refund
- Invoice Number (as applicable)
- Student(s) name (listed on booking)
- Date of scheduled course
- Location of scheduled course
- The reason for the request
- Any supporting documentation
- Details for refund payment

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 natural disaster, 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.

All situations of exceptional circumstances will be considered by an appropriate management representative of CERT.

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.

Fee Protection

CERT encourages the prompt and full payment of fees and is mindful of the investment that training represents for individuals. Students in CERT's programs can have confidence in the protection and recognition of fees paid and that all payments will result in a tax invoice/receipt being issued and additional arrangements such as accounts and billing can be put in place.

As a subsidiary of Engenco which is listed on the Australian Stock Exchange, CERT's clients have protection wherein appropriate measures are in place for the protection of fees paid for future or current services.

All Australian jurisdictions provide legislation to uphold and protect the rights of consumers. CERT reminds clients and the general public they are able to access information on such laws through direct contact with Government agencies or we are happy to provide information on how to access this information.