

REFUND POLICY

As a learner (participant) you pay an agreed fee upon commencement of a course in which you are enrolled.

CANCELLATION OF COURSE OR PROGRAM BY CONNECT TRAINING GROUP

Should Connect Training Group cancel a course for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur no administrative charges or penalties. Participants who have units that have already been assessed as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

WITHDRAWAL PRIOR TO COURSE OR MODULE COMMENCEMENT

If a participant withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

If an employer has made a partial payment for an employee to participate in study under a Government funded program and the employee cancels enrolment before commencement of their course, a full refund will be made to the employer.

WITHDRAWAL AFTER COURSE COMMENCEMENT

Once enrolled and the participant has commenced the course, a refund will not apply. A participant is considered to have commenced a course once they have received their log in details and they have accessed the course material.

WITHDRAW DUE TO ILLNESS OR HARDSHIP

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, Connect Training Group may, at its discretion, allow a refund of the course fees. The following conditions apply:

- Participant must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
- Participant will forfeit the 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course