

PAYMENT OF FEES, REFUND POLICY & DEBT COLLECTION PROCESSES

Students, at time of enrolment, or by confirmation of employer or email correspondence, have agreed to pay a fee for a specific course and enrolment period. Your enrolment is considered to have commenced once you have been provided with access to your course.

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 (within two weeks of enrolling), refund of the course fees paid 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, refund will be made to the employer, with a 10% deduction of fees already paid to address administration fees.

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 full access to the course materials.

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
- ❖ Notification of illness and / or intention to withdrawal must take place at least two weeks prior to the enrolment end date
- ❖ Participant must not have completed any assessment tasks or lessons associated with course

DEBT COLLECTION – Non Payment of agreed fees

In order to minimise financial risk to Connect Training Group, outstanding debt is managed through a transparent debt collection process. If training and assessment has been provided (as per agreed enrolment terms) and the learner (individual/s), or the organisation (client) that arranged the enrolment of staff, has not been forthwith in paying the agreed amount, Connect Training Group will engage a registered debt collector to recover this outstanding amount and any fees associated with this engagement will be added to the outstanding fees of the individual/s or client.