

## CERT Refund and Cancellation Provisions

### Cancellation from a Training Course

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 arrangements apply to all public courses:

Cancellation/Withdrawal more than 5 business days	Cancellation/Withdrawal more 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 participants well in advance of the scheduled commencement to provide options for alternate courses and refunds where applicable.

### Transfer to a Different Course

Participants may be provided with opportunity to change course dates on request. If a transfer of attendance is not arranged 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 participant at no additional cost.

### Non-attendance

Non-attendance at any course without prior notification may 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 participants 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).

### Exceptional Circumstances

CERT aims to be flexible and accommodating with its procedures and recognises that in some cases there are exceptional circumstances where cancellation is in a participant's best interests.

Where exceptional circumstances result in unavoidable disruption to study, a participant 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 participant 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.

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

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

### Refund Process

Requests for refunds must be made in writing to CERT. CERT office contact details can be found [here](#). 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.

### Registration Charges

Where registration fees are charged to offset bank fees and administration costs associated with enrolling in a course, these components may be taken into consideration when calculating refund payments.

### Repeat Attempts to Complete a Unit of Competency

All participants are entitled to at least two attempts to achieve satisfactory outcomes in each assessment task or as requested by the assessor.

Where a participant is deemed to have a 'Not Satisfactory' result for an assessment after two attempts, the assessor will discuss options for re-training and subsequent assessment. These options may involve additional fees and may include:

- a) Re-sit the assessment task a third time at no cost; or
- b) Undertake specific 'gap-training and reassessment at a negotiated cost; or
- c) Re-enrol in the full course or Unit of Competency at the normal enrolment fee; or
- d) Come to a mutually-agreed arrangement with CERT management.

### Fee Protection

CERT encourages the prompt and full payment of fees and is mindful of the investment training and assessment represents for individuals and organisations. Participants 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 with additional arrangements such as accounts and billing available under various circumstances.

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 that 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.