

Fees and Refund Policy

CEO-ONDEMAND - The Training Provider

Purpose

Fees and Refund Policy

The following information is provided to students about our Fees and Refund Policy at the time a quotation is provided and is readily available on our website and can be requested at any time. This policy is subject to change and if any change is made all current quotations and students will be notified within 10 working days of such changes having been put into effect.

Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from us via a quote or a requested information PDF.

Policy

All fees are to be paid at the time of registration (or as directed by a written and authorised quotation), or, as per the course information and can only be paid by direct deposit. Tax Invoices will be issued as required.

All students are liable for the financial commitment to the Training Provider.

Procedure

The Training Provider:

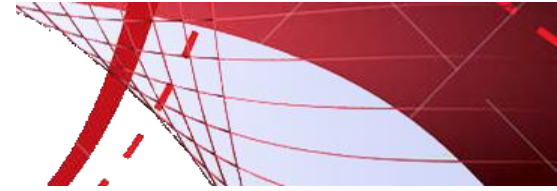
- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO-ONDEMAND in the first instance.

Withdrawal and Refunds

If you withdraw from a course after your enrolment has been confirmed you will forfeit any fees paid, including any enrolment fees and any course fees.

If you withdraw from a course due to illness, (verified by a medical certificate and within 7 days of course commencement) we will give you a credit to use at a later date for the same or similar course.



Should you withdraw from the course once commenced, or if you fail to commence the course you will forfeit all monies paid and be liable for the full course cost.

Fees in Advance

Any and all fees will be set out in the scheduled quotation provided to each student and confirmed before payment is made to ensure there are no variations. Unless specifically stated in the written quotation provided the training must be paid in full at the time of registration, which must be prior to the course commencement.

Following course commencement, the training organisation may require payment of additional fees in advance from the student but only in exceptional circumstances where the course program, content or materials are altered.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Procedure – Refunds

To apply for a refund, a written claim must be submitted in writing to the CEO-ONDEMAND of the training organisation. An application for a refund will be considered and approved or declined at the absolute discretion of the CEO-ONDEMAND and if approved will be processed within 4 weeks after a claim has been approved. Refunds are assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the training organisation and will not be provided to a third party. All refunds are paid electronically; no refunds will be in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please refer to the Complaints and Appeals Policy.

Fee Protection

The training organisation addresses student fee protection by the following arrangements:

If the training organisation is unable to provide services for which the student has prepaid, we must ensure:

1. The student will be placed into an equivalent course
2. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.