

Fees and Charges

Students and/or clients are provided with written information regarding all fees and charges prior to the commencement of training. Details of fees are supplied in the course fee sheet, course outline for each course, our website or you may contact our office.

Fees are inclusive of;

- Facility and program orientations
- Tuition and lectures
- Work booklets
- Authorised supported learning materials and compulsory textbooks (if applicable)
- Student support
- Worksafe application (where applicable)
- Australian Goods and Services Tax (GST) where applicable to items listed above

Students are advised to retain their receipts from education expenses for taxation purposes.

If a Purchase Order has not been raised for the training all fees must be paid in full 3 working days prior to commencement of the course. Accounts consistently or significantly in arrears will be referred to a debt collection agency, and tuition will be withdrawn. Students will not be permitted to attend any further classes until the overdue amount is paid in full.

Paying Fees in Advanced

Because Consolidated Training Services asks students to pay their fees in advanced we would like you to know that your fees are safeguarded and protected with a "Deed of Indemnity".

This means that if anything was to happen to the company or if Consolidated Training Services are unable to deliver or complete the training we can meet our obligation to you for any refunds due.

Refund Policy

CTS's refund policy is, at all times, to be fair and equitable to registered students/clients.

All cancellations will attract a **\$100.00 cancellation fee** to cover the cost of the initial booking process, the refunding process, and the cancellation process.

This will be taken from the payment and the remaining balance refunded / Clients will be invoiced.

Where we do not have sufficient notice (less than 2 working days) **NO refund will be given.**

No shows will result in **NO refund**

Due to the structure and intense nature of our combined courses, failure to attend any part of the course will result in a non-achievement of competency, as it is not possible or fair to other students to re-cover the missed content. **NO refund** will be given in this situation.

If a student is sick and can supply a Doctor's note, the student will be transferred to the next available course.

Training credits/transfers must be finalised within three months from the original booking.

If you test positive for COVID-19 and you have a booking for a training course within that period, you will not be refunded. However, you can reschedule your booking within three months from the original booking.

If students feel they have reasonable grounds for appeal, applications for refunds can be made to the Manager in writing within 14 days of the course.