

Fees, Charges and Refund Policy

Pre-Training Information: Students and clients will receive written information about all fees and charges before the start of training. Detailed information can be found in our Price List, Course Outline, and Confirmation Email. For any additional details, please contact our office.

Payment Terms: Full payment is required 5 working days prior to the commencement of the course. Deposits are not required. If the training is booked through a company, a Purchase Order is required.

Paying Fees in Advance

At Consolidated Training Services (CTS), we require students to pay their fees in advance to secure their enrolment. In accordance with the *Standards for Registered Training Organisations (RTOs) 2015*, to ensure the protection of your fees, CTS holds a Bank Guarantee for the amount of prepaid fees held by the RTO in excess of \$1,500 for each learner.

Refund Policy

CTS is committed to maintaining a fair and equitable refund policy for all registered students and clients.

In the event that CTS is unable to deliver the scheduled training, we offer the following options to our students and clients:

- **Full Refund:** A complete refund of any fees paid.
- **Rescheduling:** The option to reschedule the training at no additional cost.

Cancellation Fees: All cancellations are subject to a \$100.00 cancellation fee to cover the initial booking process. This fee will be deducted from the payment, and the remaining balance will be refunded to the original payee. No refund will be provided for cancellations received with less than 2 working days' notice.

Refunds: To request a refund upon cancellation, please submit a written request via email to our administration team at admin@consolidatedtraining.com.au. A Refund Request Form will be sent to you. Please complete and return this form to receive your refund within 5 working days.

No Shows/Non-attendance: No refunds will be issued for no-shows.

Course Attendance: Due to the intensive nature of our courses, failure to attend any part of the course may result in a non-achievement of competency. As it is neither possible nor fair to other students to cover missed content, no refunds will be given in this situation. If a student is unable to attend a course due to illness and provides a valid Doctor's Certificate, the student will be transferred to the next available course without incurring additional fees.

Appeals for Refunds

- Students who believe they have reasonable grounds for appeal regarding their fees or course participation may apply for a refund.
- Refund requests must be made in writing using the Refund Request Form and submitted to the RTO Manager within 14 days of the course commencement date.
- Submit your Refund Request Form to Allison Lamb allison@consolidatedtraining.com.au