

Fees and Charges, Refund Policy and Exemptions

Details of fees are supplied in the course information brochure for each course and are discussed prior to enrolment. Please consult the course adviser for further information.

Funded Training

CTA will abide by government contractual requirements relating to any student fee contribution and or full or partial exemption of fees for funded courses and any other conditions relating to funding including any fees paid in advance.

Ezi-debit Processes

Ezi-debit payments cannot be put on hold for reasons of convenience. CTA will review extenuating circumstances of each request on a case by case basis and suspension of payments may be granted. See refund conditions below.

Extenuating Circumstances

Extenuating circumstances include death in the family or severe medical problems verified by a doctor through a medical certificate submitted to CTA. Other extenuating circumstances may include unforeseen financial difficulties which make it extremely difficult for a student to continue with their course. Proof of extenuating circumstances must be forwarded to the academy administrator for consideration.

Refund Policy

CTA strives at all times to be fair and equitable to students. Although our policy does not provide for refunds once a course has commenced we are aware that there are extenuating circumstances where a student may suffering from extreme hardship. A refund under extenuating circumstances can only be approved by the CTA administrator. Under these circumstances a doctor's certificate (where applicable) and a written application from the student must be provided to CTA before the request will be considered. A refund proportionate to the period of time remaining on that course may be refunded under certain circumstances. During this review, CTA will take into consideration the student's prior engagement and progress in their course of study. The student can appeal the CTA Administrator's decision and CTA can organise an independent review if the appeal outcome if the student considers the outcome unsatisfactory. See the CTA Grievance Policy for more details.

Circumstances that do not attract a refund include, but are not limited to:

- Students who change their mind about the career/course they have chosen.
 - However, they can cancel their Ezi-debit immediately; therefore only paying up until they have informed CTA of their decision to withdraw from the course. Student must notify CTA immediately and in writing.
- Students who have not engaged and/or progressed through their course despite support from CTA but have had to be enrolled to keep their current employment.
- Students who change their mind 5 days or more after enrolling in the course.
- Students who enrol under a promotion where an up-front discount has been given. For example; CTA promotion.
- Government funded training initiatives where materials have been provided and training commenced. However, the student, the Employer, and/or the employee can cancel their Ezi-debit payments at their convenience; hence they will have only paid pro-rata fees up until the point in time they have informed CTA of their decision to withdraw from the course.

Circumstances Where a Refund is Automatic

- CTA enrolls students and accepts their fees, then cancels the course.
- Student who change their mind within 5 days after enrolling (cooling off period).
 - In this circumstance your enrolment fee will not be refunded.

Additional Fee Information

Remote and interstate students may have to pay an additional levy of \$800.00 for final certification, unless other arrangements are made.

Reissuing of results and qualifications will incur a \$50.00, and retrieval from archive and re-enrolment a \$350.00 fee. School students who are still enrolled after graduating from school will revert to normal course fee status.