



Financial Policy

In the context of this policy, "program" refers to a series of learning modules, usually conducted over an extended period of time, leading to a qualification. "Course" refers to a short-duration, stand-alone module or series of modules, either accredited or non-accredited, and not leading to a qualification.

Management and Administration

Accredited Online Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. Accredited Online Training has adequate insurance policies.

Payments

Applicants must pay prior to completion entire program.

Withdrawals

A participant may withdraw from a course or module by giving notice in writing to Col Joy Training Services. He or she will be given recognition for those modules or competencies completed to date. Depending on the circumstances, the person may elect to have his or her fee credited for the missed course or module when it conducted again.

Withdrawals and non-attendance without written notice

Withdrawal from a course or module without giving written notice in advance to Col Joy Training Services will result in automatic forfeiture of all fees paid to date.

Reassessment of withdrawn candidates

Depending on the circumstances, if a long period of time has passed since completing the earlier modules, an applicant who withdrew, and wishes to complete the course or program may have to undergo assessment again against the earlier course competencies, to ensure knowledge and skill levels remain current. The assessment will be at the applicant's cost.

Recognition of Prior Learning/Existing Competency

Applicants applying for RPL/REC will receive a reduction of 25% of the module fee. However, the final fee will reflect administration time, assessor time, resources and consideration of reasonable adjustment.

Trust account

All fees will be promptly banked in the Col Joy Training Services fee trust account. To safeguard course participants' funds, the trust account will not be drawn upon by Col Joy Training Services until all financial transactions (including discounts, refunds etc) for the specific course or program have been completed.



Methods of payment

Payment may be made by

Cheque, made out to Col Joy Training Services and crossed "not negotiable".

Direct deposit into the Col Joy Training fee trust account.

Credit Card

Direct deposit

Eftpos