



# Veritas Training Group

## Course Fee & Refund Policy

### 1. Course Fees Policy

#### *Duration of Course – 4 weeks plus*

Where a fee applies (refer to the course details leaflet) for your course you will be required to pay a \$25 deposit or 25% of course fees (whichever is the greatest) on lodging your application with the balance of payment due prior to the completion of your course (except where the participant will be using the BECS System. Payments can be made by Cash, Cheque, and Money Order or by Credit Card.

All monies received, are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

#### *Duration of Course – 4 weeks under*

Where a fee applies (refer to the course details leaflet) for your course you will be required to pay a \$25 deposit on lodging your application with the balance of payment due prior to the completion of the second last week of your course. Payments can be made by Cash, Cheque, and Money Order or by Credit Card.

All monies received, are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

### BECS System (payment plans)

Students using the BECS System will be subject to the terms and conditions as outlined in the BECS Terms and Conditions, a copy of which is provided to course participants. In addition, participants using the BECS System are required to complete our "Sale of Agreement for Goods" and "Customer Agreement" forms. Refunds will not be provided to students using the BECS System once they have started a course otherwise our Refund Policy and procedure will apply.

### 2. Refund Policy

Should Veritas Training Group cancel the course you shall be given the opportunity either to transfer to another course or receive a full refund of the fees you have paid.

An initial deposit of \$25 or 25% of course fees (whichever is the greatest, as determined by the course duration outlined above), is required on submission of your application for enrolment. If you require a refund, seven (7) days written notice prior to

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commencement of your course must be received by NSWCOT. If under seven (7) days a \$25.00 administration fee shall be deducted from your fee refund.

No refund is available to participants who leave before completing the course/competency unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis – less an administration fee or the participant can opt to participate in a future course (within 6 months of initial fee payment).

All course fees are fully transferable to a future course upon receipt of written request by the enrolled person and approval by the Company Head Office.

All monies received, are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

All course refunds will be paid no later than one month after application for refund is received and approved. The refund shall be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. All payments shall be made via EFT (Electronic Funds Transfer) or cheque, which ever may be preferred by the person receiving the refund. The refund shall be paid directly to the person who has entered into the contract with Veritas Training Group, unless the person directs Veritas Training Group, in writing, to pay the refund to someone else.

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