



RTO #31254

CLET TRAINING

Where experience is acknowledged!

REFUND POLICY

For online study courses - when offered:

Course fees become due and payable in full on the course commencement date. Payment plans are offered as a convenience by CLET and do not negate a student's liability for the full fees at the course commencement date.

The refund policy explains that no refund of fees will be made after the course commencement date:

CLET will make a full refund of all fees paid should a course be discontinued by CLET or become unavailable for delivery or assessment by CLET. In this instance, should the student desire to take an alternative course offered by CLET, the fees paid will be fully transferrable to that course. In the event of a course for which the student has sought enrolment being unavailable or no acceptable alternative course is available, all fees paid are fully refundable.

In no instance will refunds be payable because the industry provider of the vocational outcome has changed their education entry requirements.

Should a student cancel their enrolment with CLET the following conditions will apply regarding a refund of fees paid:

The \$200 enrolment administration fee is non-refundable in any instance. Cancellation by a student prior to the commencement date of their enrolled course will result in a full refund of fees paid to date minus the enrolment administration fee.

No refunds will be given for cancellations or discontinuations after the course commencement date or after exclusion for unsatisfactory attendance or behaviour.

Notification for cancellation of enrolment in a course with CLET must be given in writing. [Contact us](#) or via internal message in the CLET online course management system is acceptable. All requests for cancellation will be processed within four weeks and any resulting refund will be paid within one week of the claim being agreed.

For RPL:

The RPL assessment process is available without cost and therefore refunds are not usually needed. If for any reason a refund is required, a request can be made in writing to accounts@clet.edu.au and will be considered on individual merits. Factors influencing refunds will include the capacity to return the qualification to CLET and the period of time since its issue (giving more time for it to have been distributed and not capable of full recall).

These policies and procedures are provided in accordance with Standard 4.0 of the Standards for Registered Training Organisations (RTOs) 2015 and pursuant to the National Vocational Education and Training Regulator Act 2011