

# Zealifi.

A Culture of Hospitality

Australian Consulting & Training Solutions Pty Ltd T/A Zealifi

## Training Fees, Terms and Conditions and Refunds Policy

### 1 Policy

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Zealifi will ensure that when learners enrol in a course they and their employer are fully aware of the Training Fees, Terms and Conditions and Refund policy.

### 2 Purpose

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To ensure that learners and organisations are aware of the training fees and terms and conditions before the commencement of training. Training fees and charges cover such costs for facilitation, administration, learning resource materials and equipment required for training may apply.

To provide a refund policy that is fair and equitable to participants and which protects Zealifi's reputation as a training organisation of high standing.

### 3 Scope

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Applies to all learners who are enrolled in face to face, online or in-house courses with Zealifi.

Zealifi's staff responsible for sales, financial management and administration must have a good understanding of this policy.

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### COURSE FEES

Fee information will be provided prior to enrolment to all learners, employers, schools, and third-party representatives for example Job Service Agencies. Fees paid at the point of enrolment in any course will not exceed \$1000. Fees paid in advance will not exceed a further \$1500.

### REFUNDS

Under certain circumstances, refunds may apply to learners who have paid the required training fees, but for certain reasons are unable to commence or complete the training program.

Should Zealifi cancel any training program, all learners are entitled to a full refund or a transfer of the funds paid to another training program.

All refund applications are administered and approved by the company Director.

Zealifi, as authorised by the Director, will provide refunds to learners who have paid the required learner training fees, but for certain reasons are unable to complete the training program.

Zealifi management guarantees the organisation's sound financial position and safeguards that training fees are only deemed to be cleared and available when the training/assessment services have been rendered.

## **ALL TRAINING**

1. All learners that are on a Student VISA (subclass 500) are not allowed to book and complete any of our accredited training courses including Online RSA, Online RSG, NSW RSA or NSW RCG. As they must only complete training with a CRICOS training provider. Zealifi is not an approved CRICOS training provider.
2. Name and address details supplied via our online enrolment form are your responsibility, this information will be used in the production and distribution of your certification. If this information is incorrect, Zealifi cannot be held liable for misspelt or non-delivery of certifications.
3. Zealifi does not keep original copies of any course certificates.
4. Learners shall receive their certificates and/or statements of attainment within 21 working days after completing the course if full payment has been received. Any of our knowledge based online courses in ZAC, will allow the learner to print off their own certificate of completion once all assessment items successfully completed.
5. If a certificate is lost or misplaced a replacement certificate can be issued. Replacement certificates incur a fee of \$55 for RMLV certificates and all other training courses @ \$25.
6. Fee for replacement certificates must be received in full before replacement certificate is issued.
7. Notification of certificates not received by learners will be replaced free of charge, up to one (1) month after the course completion.
8. Training courses are subject to minimum numbers and is required at least seven (7) days in advance to secure a booking.
9. Bookings may be accepted up to one (1) day prior to the commencement of a training course depending on availability.
10. Any fee payable by the individual, school or employer must be paid in full fourteen (14) days prior to the commencement of the course of study unless the Director has approved a prior credit arrangement.
11. If credit has been approved, Zealifi will invoice immediately upon course commencement. Invoices will reflect fees for the number of learners initially enrolled and must be paid within fourteen (14) days.
12. Zealifi may charge an additional 1% per month of overdue invoices to cover the cost of administration and financial record keeping.
13. Learners are entitled to a 75% refund of fees paid, irrespective of the reasons, if they cancel or withdraw from a scheduled program more than three (3) days prior to the scheduled commencement date.
14. Learners are entitled to a 50% refund of fees paid, irrespective of the reasons if they cancel or withdraw from a scheduled program less than three (3) days prior to the scheduled commencement date.

15. Learners are not entitled to a refund if they cancel or withdraw after a course has commenced unless exceptional circumstances apply.
16. Exceptional circumstance refunds must be sought and negotiated on an individual basis with Management.
17. There will be a \$5.00 retention fee that applies to all refunds processed by Stripe or PayPal and refunds will not include the administration component of the paid fees.
18. Cancellation of the training program will only be accepted in writing. The date of cancellation will be determined as the receipt date of the correspondence.
19. The learner will be notified of the refund in writing. A refund will be issued within fourteen (14) days of the receipt and acceptance of the cancellation.
20. Should Zealifi cancel any training program, learners are entitled to a full refund or a transfer of the funds paid to another current or future training program.