

## **Course cancelation/ Refund Policy**

If you wish to cancel your enrolment 7 working days prior to course commencement, you will be refunded 50% of fees paid. Cancellations made inside 7 days before course commencement will receive no refund. Refunds will not be made to individuals or organizations when a person is booked into a course and fails to attend.

If you cannot attend a course for which you have enrolled and paid for, a 20% transfer fee applies to any request for transfer where the notice period is less than 5 working days. If Competent Solutions finds it necessary to cancel a course and a suitable transfer to an alternative course cannot be made, you will receive a full refund of fees paid.

In the case of early withdrawal from the course, where 20% or less of the course has been provided to the student, a 100% refund less a \$200.00 admin fee will apply. Where less than 50% of the course has been provided to the student, a 50% refund less a \$200.00 admin fee will apply. Where 50% or more of the course has been provided, no refund will apply.

Competent Solutions will only enrol students who have paid the required course fees in advance.