

Terms & Conditions of Enrolment

Privacy

By agreeing to the CADET Group Australia Terms and Conditions you agree the use of your private information as collected by CADET Group Australia in a manner as set out in the CADET Group Australia Privacy Policy.

Access, Equity and Information to Training Participants

CADET will apply access and equity principles and provide timely and appropriate information, advice and support services to assist training participants to identify and achieve desired outcomes. The RTO will disseminate clear information to each training participant, prior to enrolment, and on commencement of the course offered, and ensure relevant RTO policies are accessible by all training participants. For a copy of the Access and Equity Policy please contact our office on Ph: 13004CADET

Conflict of Interest

Where a potential or actual conflict of interest exists, then CADET Group Australia is committed to the following:

- Providing full details to all interest parties as appropriate
- Providing full disclosure to the Commonwealth in accordance with our contractual obligations
- Providing impartial and unbiased advice at all times which is relevant and appropriate to our clients and stakeholders

For these purposes interested persons will include Students, Trainees, Apprentices, Employers, Australian Apprenticeship Centres, Job Network members, Registered Training Organisations, Schools, Workplace Co-ordinators, Youth Pathways Program Brokers, Group Training Organisations and other organisations who help people obtain Training and or Apprenticeship services. For a copy of the Conflict of Interest Policy please contact our office on Ph: 13004CADET

Refund Policy

Cancellation of Training By CADET Group Australia

A full refund will be made on any course cancelled by CADET Group Australia. CADET Group Australia reserve the right to change or revise any course, should this occur, all participants will be given at least 48 hours notice and a full refund will apply. If the student prefers to be transferred to another course of the same value, CADET Group Australia will do this at no additional cost if another course is available.

Cancellation by Job Network Providers (Employment Outcomes only)

If client gains employment - 24 hours notice & sufficient evidence is required prior to course commencement. The Educational Services Manager may take consideration into account where less than 24 hours notice is provided for an employment outcome.

Where sufficient notice is provided Job Network will receive a full refund otherwise standard policy will apply.

If a student does not attend the first day of the course but proceeds to attend on subsequent days then the full course fee will be payable.

Cancellation By Student

The Student must give CADET Group Australia 48 hours written notice for cancellation of training via email: info@cadet.org.au or fax: 07 5413 2280. If the student is unable to provide cancellation via email or fax, the student may phone CADET Group Australia. Ph: 13004CADET and give verbal confirmation on cancellation, however CADET Group Australia will need to receive in writing the cancellation, prior to a refund being given. A 15% administration fee of the total course cost will be charged for cancellation. If less than 48 hours notice is given, no refund will be payable. Please allow up to 14 days from receipt of students cancellation in writing for CADET Group Australia to process. No cash refunds will be issued. Refunds will only be issued via a cheque payment or credit card transaction to original payment provider.

Student Contribution Fees (User Choice Trainees / Apprentices Only)

Students will receive a full refund of the student contribution fees charged for training delivered that has not commenced at the time of cancellation of enrolment. This will be determined by the student's status on their Training Plan.

Where units have been partially delivered the Educational Services Manager will determine the extent to which the unit has been partially completed and issue a proportionate refund.

Dispute Resolution

Disputes regarding the refund policy will be dealt with in accordance with the CADET Group Australia Complaints Policy, a copy of which is available upon request by contacting traininginfo@cadet.org.au or by telephone on 1300 4 CADET (1300 4 22338).

Disclaimer

Community Agency for Development Employment and Training (CADET) shall not under any circumstances whatsoever be liable for any claim, suit or demand for damages, loss, injury or death arising from or incidental to any participant in this promotion receiving and or accepting any prize pursuant to this promotion. Participants receiving and or accepting prizes in this promotion from CADET do so at their own risk