

Terms and Conditions - Nationally Recognised Qualifications

Under the Australian Consumer Law (ACL) LogiKal Training is required to provide consumer guarantees for training services we sell.

In accordance with the ACL, LogiKal Training will ensure that our training services are:

- Provided with acceptable care and skill or technical knowledge
- Be fit for the purpose that the student has agreed to
- Be delivered within the agreed timeframe

Classroom Based Training

Participants must provide LogiKal Training with written advice of withdrawal by emailing training@logikalprojects.com.

Participants who lodge a withdrawal notice more than 14 days prior to the commencement of the training program will be eligible for a full refund of their deposit fees minus a \$500.00 non-refundable component which covers consumables, resources and administration costs.

Participants who wish to withdraw after commencement of the program may be granted a refund of the fees applicable for any delivery session not yet commenced. Participants must be able to provide appropriate documentation to support a request for 'exceptional circumstances' in which they would be unable to complete a program of study.

Refunds will be granted in the following circumstances:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the participant from completing their program of study; or
- Other exceptional reasons at the discretion of the Training Manager

Circumstances in which a refund will not be granted for cancellation from a program include:

- Change of mind
- Change of employment or working hours
- Domestic relocation
- Financial hardship

Participants enrolled in an RPL assessment pathway will be eligible for refunds in line with the following:

- Participants who lodge a withdrawal notice prior to the commencement of the RPL assessment process will be eligible for a full refund of their deposit fees minus a \$250.00 non-refundable component which covers administration costs.
- Participants who wish to withdraw after completion of the initial interview with the assessor will not be eligible for any refund or credit of enrolment fees.

Participants enrolled in any program or assessment pathway with LogiKal Training will have the right to obtain a refund for services not provided by LogiKal Training in the event the:

- Arrangement is terminated early by LogiKal; or
- LogiKal Training fails to provide the services