

KEYS HUMAN RESOURCES POLICIES AND PROCEDURES

COURSE BOOKING PAYMENT POLICY

PAYMENT OF COURSE FEES

KEYS Human Resources (KHR) course payment policy is:

- The payment of all course fees is to be made prior to the commencement of a course unless other arrangements have been made with and agreed to by the Registered Training Organisation (RTO).
- A deposit of 10% of the total course cost may be made by students to secure a reserved place in a course. An alternate amount may be negotiated between the student and a relevant officer of the RTO at the RTO's discretion.
- Where no deposit has been paid, no guarantee can be made that a place will be available for students who wished to participate, but who did not place a deposit.
- At the RTO's discretion, it may consider alternate payment plans for students which may allow the course costs to be paid after the commencement of training. In such a circumstance, no qualifications will be issued until all course fees have been paid in full.
- Where an alternate payment structure has been arranged, but the student has not met these obligations, the RTO may agree to assess the student's studies, but will not issue qualifications until the owing fees have been paid in full.
- The RTO may agree to seek payment by invoice from corporate clients, government agencies, or particular organisations after training has been delivered, and in some cases the RTO may even agree to issue qualifications prior to the receipt of payment.
- The RTO will keep accurate records of all payments, deposits, or other financial arrangements and shall make them available for the appropriate authorities as required.

In a circumstance where the RTO cancels a course the student will be offered a choice of an alternate course or a full refund of all fees paid to that time.