



Booking Terms & Conditions

Creating professionals since 1999

Registered training provider no. 6871

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Booking Terms and Conditions

Course booking terms and conditions are specified on CMNL Academy website and our student handbook. All published course fees are inclusive of administration fees.

Other Fees

Course materials printing fee	*Reassessments	Rescheduling Fee	Recognition of Prior Learning (Non-refundable)	Re-issue a qualification or Statement of Attainment	FSS (SOA + NSW Food Authority Certificate)
Learner Guide: \$10 PPT slides: \$10 Learner Workbook: \$10	Exam: \$50 Practical Activities: \$100	Refer to Refund Policy below	\$550 per unit	\$25	\$55

* Re-assessment: If you are assessed as not competent for a unit of competency, a free re-assessment will be offered. If you are assessed as not competent again, a re-assessments fee will be applied as above. If you are assessed as Not Yet Competent for the third time, you will be required to pay the full unit of competency fee to attend the full course again.

Tuition, other fees and charges are subject to review and/or change at CMNL Academy discretion. CMNL Academy will advise the students of these changes prior to enrolment.

For short courses, course fees must be fully paid prior to the course commencement.

Full Qualification Tuition Payment Plan (Fee-for-Service)

CMNL Academy allows a student to pay their tuition fee by instalments for full qualification course.

CMNL Academy complies with Clause 7.3 of the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations (RTOs) 2015 where CMNL Academy will not require a prospective or current learner to prepay fees in excess of a total of \$1500.

Students will be given two (2) weeks' notice of their next instalment due date. Failure to pay the instalment by the due date will result in a letter suspension being issued to the student.

Timeline	Upon enrolment	3 months after enrolment	3 months after 1 st instalment	3 months after 2 nd instalment
Payment Plan	Deposit 10%	1 st instalment 30%	2 nd instalment 30%	3 rd instalment 30%

If you have any difficulties with payments, please consult our officer by contacting our administration office.

Smart and Skilled Programs

CMNL Academy *Smart and Skilled traineeship and apprenticeship programs* and CMNL Academy *Smart and Skilled Partial Attributes Set programs (PAS Programs)* and are under NSW government funding. Eligible candidates will be able to enrol in the course under government funding without paying any tuition fee out of pocket.

To apply for Smart and Skilled programs, applicants must meet the Smart and Skilled eligibility criteria:

<https://smartandskilled.nsw.gov.au/are-you-eligible>

Payment Methods

Accepted methods of payment are Cash, EFTPOS, debit card, major credit cards or cheque made payable to 'CMNL Academy'.

Fees may be paid in person at Club Reception (Cash and Card) or over the phone by debit and credit card or online by debit and credit card.

To secure your place the enrolment fee should be paid at least 2 weeks prior to course start date.

Cancellations and Refunds

Student identity must be verified. All requests for refunds must be made in writing by completing CMNL Academy Request for Refund of Fees form. Approved refunds will be transferred to your nominated bank account. No cash will be given for refunds. Applications for refunds for a course that is not cancelled are generally processed within 15 working days.

Cancellations by CMNL Academy

In the unlikely event that CMNL Academy cancels a course prior to the publicised start date or cancels a commenced course, a full refund will be made within 10 working days of that cancellation. Enrolees in cancelled courses will not be entitled to compensation over and above fees actually paid to date.

CMNL Academy reserves the right to cancel workshop courses at any time if insufficient numbers are enrolled

Fee Refund Policy and Procedure (Fee-for-Service)

Qualification Course Refund Policy

- Student must arrive on time for the course to commence. Students who arrive 15 minutes after start time will not be accepted into the class.
- All students must bring ID for verification of identify.
- All students must provide valid Unique Student Identity (USI) number.
- Certificates cannot be issued until all related assessment activities have been satisfactorily completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed.

Cancellation:

- Cancellation 10 working days prior to course = full refund
- Cancellation 5 working days prior to course = \$50 cancellation fee

- Cancellation less than 5 working days prior to course = no refund
- No cancellation after course start date
- No attendance = No refund
- No other refunds will be granted

Note: CMNL Academy reserves the right to withhold issue of qualifications if any fees are unpaid at the end of your course.

Timeline	10 working days Prior to Commencement	5 working days Prior to Commencement	Less than 5 working days Prior to Commencement	After Commencement
Refund Course fees	100% refund	Paid course fee minus \$50 cancellation fee	No refund	No refund

Rescheduling:

- Rescheduling 10 working days prior to course = Free
- Rescheduling 5 working days prior to course = \$50 administration fee
- Less than 5 working days prior to course = 50% of course fee
- Less than 48 hours before the course = no transfer accepted

Timeline	10 working days Prior to Commencement	5 working days Prior to Commencement	Less than 5 working days Prior to Commencement	Less than 48 hours prior to Commencement
Rescheduling Fee	Free	\$50	50% of course fee	No transfer accepted

Single Day Course Refund Policy

- Student must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- If students forget their ID, they will not be accepted into the course and they will need to rebook for the training.
- Certificates cannot be issued until all course paperwork requirements have been completed
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed.
- All courses close for entry 10 minutes after the scheduled start time.
- All courses must be completed within 3 months of the original booking date.

Cancellation:

- More than 48 hours before the course start time = \$25 cancellation fee
- Less than 48 hours before the course start time = No refund
- Cancellation after course commencement = No refund
- No Attendance = No refund

Timeline	More than 48 hours prior to scheduled course start time	Less than 48 hours prior to scheduled course start time	After Commencement
Refund Course fees	Paid course fee minus \$25 cancellation fee	No refund	No refund

Rescheduling:

- More than 48 hours before the course start time = \$25 administration fee
- Less than 48 hours before the course start time = 50% course fee
- After course commencement = 50% course fee

Timeline	More than 48 hours before the course start time	Less than 48 hours before the course start time	After course Commencement
Rescheduling Fee	\$25	50% of course fee	50% of course fee

No refund will be made by CMNL Academy:

- **Withdraw after commencement:** if a student withdraws from a course any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to CMNL Academy
- **Suspension and Cancellation:** where a student has had their enrolment cancelled by CMNL Academy and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- **Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- **Fail to complete pre-course information:** No refunds will be provided for students who are unable to attend their course due to not completing their pre-course information, including Unique Student Identifier number before the course commences.

Withdrawing from a unit or course

Before you withdraw from a course, we highly recommended that you speak with your trainer or make an appointment to see CMNL Academy RTO Manager. Please also refer to the refund policy above. To withdraw from a unit or a course you will need to complete a Student Withdrawal form – see Useful forms at the end of this student handbook.

Certificate can be replaced however you will incur a fee of \$25.