	CERTIFIED TRAINING SOLUTIONS (PTY) LTD		
	POLICY & PROCEDURES	Document Name:	
	REFUND MANAGEMENT POLICY & PROCEDURES	Revision:	00
		Issue Date:	15 July 2024
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Certified Training Solutions (Pty) Ltd Return & Refund Policy

1. Purpose

The purpose of this guidelines is to outline the principles and rule governing refund and cancellation


Thanks for enrolling at Certified Training Solutions (Pty) Ltd.

2. Fees and Payment Regulations

- Services included in price quoted to learner and clients will be clear and transparent.
- Payment needs to be made in 3 methods:
 - Full payment 2 days before training commences.
 - 50% deposit and the balance payed after training is completed.
 - Application with MOBICRED
- Only clients with a good payment record of at least 3 months will be allowed to open a 30-day payment term account
- Certified Training Solutions (Pty) Ltd Online reserves the right to suspend access to course material in the event of payment default.
- On large training bookings of R20 000 and more will require a deposit of 50% even if they are on a 30-day term payment, unless otherwise approved by management.

3. Withdrawal/Refunding

- The refund process (within the cooling-off period within seven (7) business days) will be concluded within fifteen (15) working days
- After the cooling-off period, you won't be entitled to a refund of the course fees.
- The learner is allowed to withdraw within 7 business days of registration when enrolled for a course. Cancellation after this period will result in full fees payable by enrolled learner.
- On the large training booking a 20% cancelation fee will be charged

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4. Booking Cancellations

- The learner will be responsible for the full course fee if the withdrawal or cancellation of a course is received (after the seven (7) business days cooling-off period) from registration or once classes has commenced.
- All registration will be terminated with Quality Council of Trades and Occupations (QCTO)

5. In the event of a cancellation after registration of an application:

- No refund will be made;
- All monies paid to Certified Training Solutions (Pty) Ltd will be forfeited; and
- In the event of a new application being made, the required payment for such an application will apply as if it were the first application