

## Course Fees Information & Refund Policy

ACADEMY OF CELEBRANCY is committed to providing applicants and enrolled students with information concerning the required Course Fees and Refund policy associated with its training and delivery services prior to enrolment and post enrolment.

### **Undertaking:**

When a student enrolls in ACADEMY OF CELEBRANCY's courses ACADEMY OF CELEBRANCY management shall ensure that every effort is undertaken to maintain course delivery and that any disruption or cessation to the course delivery is facilitated with the student according to the following procedures.

### **Fee Schedule:**

Academy of Celebrancy Australia has the following fee structure as of 1st October 2009.

#### **CHC42608 – Certificate IV in Celebrancy (Distance)**

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Seven Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The date of your enrolment.

#### **CHC42608 – Certificate IV in Celebrancy (Classroom)**

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Seven Months from enrolment date

Payment Methods: Visa, Master Card or bank deposit.

Total amount required on enrolment

Tuition starts from: The first day of the face to face course

**WFSFNL407A – Perform general Funeral Celebrancy (Distance)**

Replacement of Certificate: \$29

Replacement of Manual: \$49

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The date of your enrolment.

**WFSFNL407A – Perform general Funeral Celebrancy (Classroom)**

Replacement of Certificate: \$29

Replacement of Manual: \$49

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The first day of the face to face course

**LIFECELACA01 – Life Celebrations Course – Short Course (Distance)**

Replace of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only.

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: Date of Enrolment

**LIFECELACA01 – Life Celebrations Course – Short Course (Classroom)**

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The first day of the face to face course

**WFSCCR102A - Manage Grief and Trauma Issues – Short Course**  
(Distance)

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: Date of enrolment

**WFSCCR102A - Manage Grief and Trauma Issues – Short Course**  
(Classroom)

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The first day of the face to face course

**APSMCACA01 - Advanced Public Speaking and Master of Ceremonies (Distance)**

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: Date of enrolment

**APSMCACA01 - Advanced Public Speaking and Master of Ceremonies (Classroom)**

Replacement of Certificate: \$29

Replacement of Manual: \$49 – Hard copy replacement only

Total Fee: See Website

Maximum course length: Three Months from enrolment date

Payment Methods: Visa, MasterCard or bank deposit.

Total amount required on enrolment

Tuition starts from: The first day of the face to face course

## Refund Policy

If ACADEMY OF CELEBRANCY cancels a course:

- All course fees received by ACADEMY OF CELEBRANCY will be refundable if the ACADEMY OF CELEBRANCY cancels a classroom course delivery due to trainer illness or insufficient student numbers.
- In the event that ACADEMY OF CELEBRANCY cancels a course, a student may choose to defer the course until the next available delivery date in the city they originally applied. Or they may transfer their course to an online course at no additional cost, except where a course fee is higher.

### **If a student cancels a course:**

#### DISTANCE EDUCATION COURSES -

- ACADEMY OF CELEBRANCY will NOT refund fees paid for any Distance Education Courses. This being that students have access to material on-line through their student portal as soon as their enrolment is processed, and they also receive a hard copy of all materials via post.

#### FACE TO FACE COURSES -

- ACADEMY OF CELEBRANCY will NOT refund course fees for a face to face class if the student cancels within 7 (Seven) days of the face to face class.

If more than 7 (seven) days notice is given then 25% of the fees paid will be refunded ONLY.

Should a student wish to make an application for a refund, this must be detailed in writing and submitted to the Academy of Celebrancy in one of the following ways –

Emailed to – [finances@celebrancy.edu.au](mailto:finances@celebrancy.edu.au)

Fax to – 1300 886 935 Attention Finances Department

OR

Posted – PO Box 368. Flinders Lane. Melbourne VIC 8009.

Your request will be dealt with by the finances department and you will receive a written response within 5 business days. Please ensure you date your letter or fax.

## **Transfer Policy**

Courses may be transferred for the same student in certain circumstances at the discretion of the Training Manager. Courses can only be transferred to the same course covering the same competency. Courses can only be transferred from Distance to Classroom or Classroom to Classroom if enough notice is given (14 days before the first day of attendance). To apply to transfer into another course the Academy offers, the student needs to:

- Submit their request in writing via email or postal mail to our National Office, including the reason for transfer and the course they request to transfer to.
- Pay any additional fees associated with the transfer immediately.

In some circumstances, courses can be transferable to another person at the discretion of the Training Manager provided that:

- The original student agrees to cancel their student account and cease all tuition.
- The new student agrees to start from the beginning of the course and to submit their own work and provide a statement to

- validate this.
- The new student agrees to use the course manual supplied to the original student.
  - The new student agrees that if the original student has already attended the classroom portion of a Classroom course, that they may not attend the course also and that the course must then be completed via distance.
  - The new student agrees that they must complete the course within the three months allotted to the original student from the date of enrolment or else pay an additional extension fee.

## Assessment

ACADEMY OF CELEBRANCY provides sufficient post assessment support and guidance to ensure that students complete their training and assessment.

ACADEMY OF CELEBRANCY will provide for at least three re-assessment attempts for students who are deemed not yet competent (NYC) on completion of training and assessment.

Following the 3rd attempt which results in a NYC result ACADEMY OF CELEBRANCY will require that a student extend their course or re-enroll in the unit or units where three NYC's have been recorded. The re-enrolment or course extension will attract additional fee's per unit undertaken.

## Course Extension/Re-Enrolment Policy

Courses may be extended for a three month period for \$129 for each course, which applies from the date that the course expires and NOT from the date that the extension fee is paid.

For example - If a course has been expired for one month or more and the student wishes to purchase an extension for their course then they will need to pay \$50 for each month expired plus the \$129 three month extension fee. If a course is left for longer than six months then the student is required to pay a re-enrolment fee of \$290 plus the

\$129 three month extension fee.

Please also note even if you only need 2 or 4 weeks to finish your course and do not require the full three month time period, the \$129 extension fee still applies.

## **Course Expiration Policy**

All classroom tuition expires three months from the first day of the class for all courses EXCEPT The Cert IV in Celebrancy, this expires seven months from the first day of your class. Distance courses will expire three months from the date of enrolment or seven months for the Cert IV in Celebrancy.

Once a students course has either expired or has been completed, the students Web Portal for that particular course will be deactivated.

## **Upgrading Courses**

A student may upgrade their course from a Distance to Classroom course at an additional cost. Students who upgrade their course must agree that they are not receiving an additional three months to complete the course with this upgrade and that their original expiry date still applies. For course extensions refer to the Course Extension Policy.

CHC42608 – Certificate IV in Celebrancy (Distance)  
Upgrade to Classroom = \$660

CELDIPFUN01–Celebrancy Funeral Certificate (Distance)  
Upgrade to Classroom = \$495

LIFECELACA01 – Life Celebrations Course – Short Course  
(Distance)  
Upgrade to Classroom = \$160

## **Course Payment and Agreement Policy**

This policy gives the customer an additional layer of rights over and above normal statutory consumer rights stated in the various Fair Trading Legislation in each state of Australia. Under the various Fair Trading Acts, a customer is not entitled to a refund or modification to a purchase if they simply change their mind.

Each state and territory has its own fair trading legislation that is governed by an Office of Fair Trading. Customers may verify this information by contacting their local office of Fair Trading. Each state and territory also has its own fair trading laws, usually referred to as the Fair Trading Act with consumer protection provisions much the same as those in the Trade Practices Act. State and territory fair trading offices can give general advice on your consumer rights and obligations under fair trading laws. However, if you're unsure how fair trading laws apply to your particular situation, then you are encouraged to obtain independent legal advice.

## **Finalisation of Enrolment policy**

The Academy of Celebrancy Australia follows the Fair Trading Act guidelines in all instances. Sometimes, over and above the

requirements, the Academy of Celebrancy does offer transfers and partial refunds when a customer changes their mind and these are offered only as a “goodwill gesture”. In these situations, the Academy of Celebrancy Australia will follow its policies and procedures that have been setup to extend this gesture to its customers.

It is important to note, that an enrolment is an agreement and therefore “a contract”.

The customer agrees to pay for the products ordered. If an enrolment occurs, it is the customers obligation to:

a) Fulfill the conditions and promises of the enrolment by paying all the prescribed fees within 14 days and;

b) Notify the Academy of Celebrancy Australia that payment has been made by either Email, Fax or Phone.

If the customer fills out an enrolment form over the internet, or enrolls over the phone, they are making an agreement to purchase. They do this by supplying various details that would not be given out if the customer was simply making an enquiry.

The Academy has email and mail information it sends to its customers who request information only. It also offers unlimited access to a toll free sales and enquiry line before the customer chooses to enrol. The process of enrolment is the commitment a prospective student makes when they wish to begin a course. In an enrolment we ask for Credit Card, Date of Birth and other sensitive information. If Credit Card details are not available, we ask the customer to choose whether they are paying by Bank Deposit or Cheque.

### **Unpaid Fees Policy**

If payment (or a deposit in the case of Classroom courses) has not been received in full upon enrolment, the Academy may send emails that remind the customer of their contractual obligation up until 30 days after the date the enrolment form was filled in. The Academy

may also make an effort to contact the customer, however the responsibility is left to the customer to notify the Academy of when the payment has been made.

If after 30 days the payment has still not been received in full for all the courses that were selected, the Academy may:

a) Transfer the debt to a collection agency and seek full payment of the course fees that were agreed to either online or on the telephone or;

b) Charge an administration/cancellation fee no less than \$250 per course to allow the customer to retract its contractual obligation if they have changed their mind. In this circumstance, the offer to retract the contract will be made as a “goodwill gesture” only in accordance with this policy.

The Academy will hold the position and firm belief that the agreed fees are owed in full.

This option is only available if both parties agree.

At any time prior to 30 days from enrolment, the customer is able to satisfy this policy by paying the agreed fees.