

# Refund Policy

## Fees and Charges

By enrolling in the course, you agree to pay the course fees (plus applicable surcharges) for the course using the payment method you have selected under the course Enrolment Agreement.

You are required to pay the full amount of the course fees even if you do not complete your course.

Student fees will include the necessary e-learning resources such as online interactive resources, online PDF's or workbooks dependent upon the course of study chosen.

## Refund Policy

You will be eligible for a full refund of fees paid if **Consider Care Training** cancels the nominated course before you have logged in to access the course.

If you, the student, decide to cancel within the 7 day money-back guarantee period, please note there is an admin fee of **\$25** (to cover processing fees/set up fees we incur). If you have incurred additional late/failed payment fees with our payment plan provider, you will need to pay these fees in full (which may be more than \$25).

**Consider Care Training** does not offer full refunds outside of the 7 day period under any circumstances due to our significant intellectual property and goodwill. If you have further questions, please contact us at: [info@considercare.com.au](mailto:info@considercare.com.au).

You can also opt to transfer to a different course if you find that your chosen course is not suitable.

## Course commencement

Unless otherwise agreed, the agreed course commencement date will be the date of issuance of a username and password for online course access.

## Unlimited Access

Unlimited access means that your course access does not expire. Therefore, as long as you are active for any time over a 12-month period, your login and password will remain active so that you can access your course. The only other exception to "unlimited access" is if the course is cancelled, updated or changed. This would only happen if all students have completed the course.

## Withdrawal during course

If for whatever reason you wish to withdraw from the course and surrender your login and password, you can do so by emailing [info@considercare.com.au](mailto:info@considercare.com.au).

**Consider Care Training** is an online education provider based in Australia, providing education to a global audience.