China Ready Accredited Terms and Conditions

Terms and conditions governing the use of the certification trade mark (CTM)

The licensee must use the CTM in accordance with the following conditions:

(a) the CTM must be used solely in relation to the services covered under the scope of certification.
(b) the licensee must not use the CTM in a way which would allow it to become generic, lose distinctiveness, mislead the public, or be materially detrimental to or inconsistent with the goodwill, reputation or image of the licensor.
(c) the licensee must comply with all of the requirements in relation to, but not limited to, the form, disposition, colour, size and manner of use of the CTM in relation to all and any use.
(d) the licensee must use its best endeavours to create, promote and retain goodwill in the CTM which the licensee is encouraged to publicly display. You may also use the CTM beside your name to signify your status as a CRA individual member.
(e) the licensee must act at all times to protect the value of the CTM and ensure that the rights and reputation of the licensor is not damaged or infringed in any way from the use of the CTM by the licensee.
(f) upon expiration, withdrawal, suspension, revocation or termination of this licence for whatever reason, the licensee must discontinue all use of the CTM.
(g) the licensee must ensure that third party’s websites, signage and documents incorporating the CTM in relation to certification granted to the licensee are immediately withdrawn and removed upon expiration, withdrawal, suspension, revocation or termination of licence.

Failure to comply with the above conditions or unreasonably delaying correction of any misuse when so required could result in action being taken against the licensee including early termination of licence.

China Ready and Accredited® Code of Conduct

Although the code of conduct is primarily designed for accredited businesses, an individual licensee under the CRA program must also undertake to comply with the following code of conduct during the term of the licence:

(a) Give conscientious attention to customer care and service. Rude, indifferent or poor service is unacceptable.
(b) Recognition and awareness of cultural difference is paramount in dealing with Chinese consumers.
(c) Regard all Chinese customers with equal respect and consideration.
(d) Give full consideration to the particular requirements of people with disabilities and those with special needs, and make suitable provision where applicable.
(e) Ensure all customers’ enquiries, requests, bookings, refunds are dealt with promptly and courteously.
(f) Advise customers at the time of enquiry, purchase or booking, and subsequently if requested, of any differences in its products, services, accommodation or facilities offerings to those advertised by the individual

or business member licensee.

(g) Ensure customers are informed of all the terms and conditions of any booking contract including the exact amount of payment and any cancellation conditions, prior to or at the time of making the booking.
(h) Unless required by law, personal information of customers to any third party without obtaining the customer’s consent, is prohibited.
(i) Operate in an ethical, business like basis.
(j) Ensure that advertising (including brochures or other printed or electronic materials) is accurate and truthful, and it does not mislead.
(k) Establish and maintain complaint handling procedures so that all complaints are dealt with properly and reasonably in a timely manner, and
(l) Act in an environmentally responsible way.

These terms and conditions govern the China Ready® cultural training programs

(a) the training program is subject to the terms and conditions outlined on this form.
(b) the training program must be completed within six (6) weeks from the date of enrolment otherwise the enrolment will lapse and the program will be forfeited (without refund).
(c) a training program may be amended, varied, postponed or cancelled at any time (with written notice) where Kaplan or China Ready determines there are an insufficient number of enrolments for the program to proceed.
(d) Kaplan does not guarantee that any participant who successfully completes the training program will be eligible or admitted to China Ready and Accredited®. Kaplan disclaims all liability for any costs, loss, claim or expense suffered or incurred as a result of any participant enrolling in, or completing, the China Ready® cultural training program.
Commencement and completion
When enrolling into the China Ready Accredited (CRA) Specialist Program you must complete the online program within Six (6) weeks from the date of initial enrolment. If you have not completed the program upon expiry of this time frame your enrolment will be forfeited.

Workshops
A minimum number of enrolments are required for workshops to proceed; Kaplan reserves the right to cancel should the minimum numbers not be achieved. Minimum numbers vary between states and subjects. Students are required to have read their subject materials prior to attending the workshop.

Subject re-enrolments
You are required to re-enrol into the Program if you have not completed within Six (6) weeks from the date of initial enrolment.
A full enrolment fee will apply.

Refunds
No refund of fees is provided if the request is made after the purchase date. Fees for any subject(s) not yet commenced will be forfeited.

Special consideration and reasonable adjustment
If you require special consideration regarding the completion of any subject or assessment for reasons including difficulties with the English language or disadvantage due to a medical condition you must make Kaplan aware of the circumstances during your enrolment. Special consideration applications will not be processed once an enrolment has expired. More information is available via our website http://www.kaplanprofessional.edu.au/faqs/special-consideration-support/.

If you have an existing condition or special learning need which impacts on your ability to study or to complete assessment, please refer to the ‘Assessment Policy’ available on the Kaplan website at www.kaplanprofessional.edu.au/Study_Information/Policies.

Appeals and complaints
All complaints are taken seriously and, as such, Kaplan determines to act on any complaint found to be substantiated.

You should refer to the Student Grievance Policy with regards to resolutions of complaints or appeals (including, but not limited to assessment disputes).

Kaplan’s ‘Student Grievance Policy’ can be downloaded via our website at www.kaplanprofessional.edu.au/Study_Information/Policies.