

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 endeavors 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 certified 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signage and documents incorporating the CTM in relation to certification granted to the licensee are immediately withdrawn and removed upon expiration, withdrawal, suspension, revocation or termination of licence.
- (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 to those advertised by 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, the sharing of personal information of customers to any third party without obtaining the customer's consent, is prohibited.
 - (i) Operate in an ethical, business like manner.
 - (j) Ensure that advertising (including brochures or other printed or electronic materials) is accurate and truthful, and that it does not mislead.
 - (k) Ensure the establishment and maintenance of 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.

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, a certified member individual licensed under the CRA program must also undertake to comply with the following code of conduct while employed or engaged by an accredited business during the term of the licence:

Terms and conditions governing the China Ready® cultural training programs

- (a) Completion of the training program is one component of the China Ready and Accredited® program and the accreditation issued by China Ready may be subject to additional requirements in order to become fully accredited (further information about this accreditation is available at <http://chinareadyandaccredited.com/>).

Commencement and completion

- (a) 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). Re-enrolment in the program after this date will attract an additional full enrolment fee.
- (b) A training program may be amended, varied, postponed or cancelled at any time (with written notice) where Kaplan Professional or China Ready determines there are an insufficient number of enrolments for the program to proceed.

Refunds

No refund of fees is provided if the training program enrolment is cancelled after the enrolment date - the full enrolment fee will be forfeited.

Special consideration and reasonable adjustment

If you require special consideration regarding the completion of any part of the training program for reasons including difficulties with the English language or disadvantage due to a medical condition you must make Kaplan Professional 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 Professional website at <http://www.kaplanprofessional.edu.au/faqs/studentpolicies/>

Appeals and complaints

All complaints are taken seriously and, as such, Kaplan Professional will 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 Professional's 'Student Grievance Policy' can be downloaded via our website at <http://www.kaplanprofessional.edu.au/faqs/studentpolicies/>

Feedback

Kaplan welcomes feedback at all stages of the learning, training and assessment process. We appreciate comments and suggestions which may enhance your future experience. Please send all feedback to mail@kaplan.edu.au .

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