

## ***P009 - FEES AND REFUNDS POLICY AND PROCEDURE***

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### **OBJECTIVE**

To ensure that students and staff are fully aware of the way in which student fees and refunds are to be handled, the following is Australia Wide First Aid's policy and procedures on processing fees and refund requests.

### **POLICY**

The policy information is transparent and ensures that all students are treated fairly and with integrity when applying for refunds. They are designed to ensure that Australia Wide First Aid complies with the requirements of ASQA and the [Standards for Registered Training Organisations \(RTOs\) 2015](#) in relation to the refund of fees paid by our clients.

We advise that Australia Wide First Aid abides by the Consumer Protection legislation and will at all times respect each Student's consumer rights. Refer to:

- [Australian Consumer Law and Fair Trading Act 2012](#)
- [Australian Consumer Law and Fair Trading Regulations 2012](#)
- NSW [Fair Trading Act 1987 No 68](#)
- NSW [Fair Trading Regulation 2012](#)
- NSW Fair Trading: [Education and Training](#)

**Cooling-Off Period:** A '10 business day cooling-off period' under the Australian Consumer Law does not apply where a Student of their own initiative approaches the RTO and while being fully aware of the RTO's 'Terms & Conditions' books into a course.

If a Student was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply.

**Payment Facilities:** For public (community) bookings payments can only be made by credit card (MasterCard & Visa only). For account clients, payment can made by credit card (MasterCard & Visa only) cheque or by electronic funds transfer (EFT) within trading terms. Payment will be considered to have been received once funds have cleared Australia Wide First Aid's bank account.

**Fees and Charges:** Upon receipt of your payment you will be issued with an electronic receipt and a confirmation email from our website verifying that you are aware you are enrolled.

**Application:** All Students will indicate upon enrolment into any qualification or unit of competency that they have read, understood and have accepted these terms.

**Publication:** This Fees and Refund policy and procedure will be made available to students through publication on the Australia Wide First Aid website: [www.australiawidfirstaid.com.au](http://www.australiawidfirstaid.com.au)

**Refunds:** All refund requests are to be processed within five (5) days of the application being received and to be signed and approved by Australia Wide First Aid. All refund requests must be submitted in writing.

***A refund will only be paid if:***

- You have overpaid the fee. The amount to be refunded or remain on your file as a credit valid for 12 months from the original course date.
- You have enrolled into incorrect training and assessment that is unsuitable to your situation and you wish to transfer to the appropriate training and assessment sessions. The fee difference will be refunded or charged.
- You have enrolled in a course that has been cancelled by Australia Wide First Aid for any other reason other than force majeure events.
- You were unable to attend the course due to unforeseen circumstances such as illness, injury or an emergency. A medical certificate must be provided on or prior to the course date. An administration fee of \$22 will be applied.
- A refund will be provided if you have submitted a refund request three (3) days prior to your course date, a \$22 administration fee will be applied.
- Australia Wide First Aid is to cease trading before training and assessment commencement or fails to deliver the training that you have purchased
- Australia Wide First Aid fails to provide in full, the agreed training services, or training and assessment is terminated after its scheduled commencement date. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
- The CEO is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund. In this case a part refund may be made, based on the notice given and costs already incurred by Australia Wide First Aid
- The trainer/assessor has established that a reasonable adjustment cannot be made to student's language, literacy and numeracy requirements. (full refund provided)

***A refund will not be provided if:***

- The student requests or submits the refund less than three (3) business days.
- The student has previously rebooked their face to face training
- The student has departed the course prior to course completion, students are not eligible for refund however may rebook to alternative day. A rebooking fee will be applied.
- The Student does not present for the training and assessment
- The Student fails to complete the course by cancelling or withdrawing their enrolment from scheduled training and assessment sessions on the day of the course
- The Student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Critical Student Information document

- The student has requested a refund after they have attended and completed the course.
- The Student had failed to pay the course fees

**Rebooking:** All rebooking requests must be requested at least one (1) day prior to the course date.

Students who rebook their course to an alternative day have sixty (60) days from the original course date to complete their training. Students who are not able to complete their training within sixty (60) days will forfeit original fees paid. Rebooking fee must be paid prior to the course being rescheduled.

**Rebooking booking fee of \$22 including GST will be applied if the student:**

- Rebooks their course due to late arrival
- Rebooks due to not completing their E-learning Assessment
- Rebooks due to not achieving 100% outcome on Knowledge Verification Questions
- Rebooks due to not providing their USI
- Rebooks their course on the day of the course.
- Absent on the day of the course however has notified Australia Wide First Aid within 24 hours of the course date.
- Departs the course before course completion
- Requests to rebook their course, a rebooking fee will be applied each time the course is rescheduled. The student has sixty (60) days from the original course date to complete their course. Failure to complete the course within the sixty (60) days will result in forfeiting of all fees paid.

**A rebooking fee will not apply if:**

- The student is unable to attend due to illness or injury. Notification including supporting documentation e.g. medical certificate must be provided to Australia Wide First Aid within 24 hours.

**Booking Transfers:**

Students may amend their currently enrolled course to a different course type and/or training location offered by Australia Wide First Aid. Students must notify Australia wide first aid at least one day prior to original course commencement date to be eligible to transfer course type/training location.

- All transfer fees are payable prior to the course commencement date
- All transferred courses must be completed within 60 days of the original course commencement date
- Australia Wide First Aid does not permit the substitution of another student, once a booking has been confirmed
- Students are required to pay the difference in course fares where applicable and no credit is available where the value of the rebooked course is less than that of the original booking fare

## PROCEDURE

1. A Student or client contacts Australia Wide First Aid requesting a refund for training and assessment sessions that they have enrolled into
2. Australia Wide First Aid will provide the 'Refund Request Form' to the claimant, while explaining that the refund application process will commence once the refund request form has been filled in, submitted and received by Australia Wide First Aid
3. Upon receipt of a completed refund request form, and if applicable, all returned materials have been received in an acceptable condition, the refund request form will be handed over to the accounts department for processing
4. The accounts manager will review the details of the requested refund in accordance to the points specified in the Refund policy
5. If the refund is rejected, the student or client will be notified within five business (5) days and will be provided with a reason why the refund request was rejected
6. If the refund is approved, the student or client will be notified within five business (5) days that the refund request has been approved and paid
7. Australia Wide First Aid will reimburse the specified amount back to the account that the payment was received from

**Related Standard/s:** Clause 5.3