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Quality Manual Policy – QPOL26

Refund and Credit Policy

Objective

Australia Wide First Aid (AWFA) is committed as a Registered Training Organisation, which has agreed to operate within the Principles and Standards of the Australian Skills Quality Authority (ASQA) in relation to Refund and Credits.

Australia Wide First Aid is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Australia Wide First Aid. It is the policy of Australia Wide First Aid ensures that all applications for refund of fees are considered.

Refunds

A full refund of enrolment fees will be made if a face-to-face course is cancelled by Australia Wide First Aid for any reason. An application for refund of course fees under any other circumstance must be made in writing to Australia Wide First Aid. An eighty percent (80%) refund is available up to ten working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) administration fee.

No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course. However participants will be provided with an option to transfer to a course being offered at an alternate time at no cost should this occur no later than three days prior to course commencement. If closer than three (3) days a \$20 rebooking fee will be payable to cover administration costs.

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time initial payment is made.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Australia Wide First Aid Training.

In all other cases, refunds are at the discretion of the Director, Queensland First Aid Training and may be negotiated on an individual case-by-case basis.

Credit

The terms of credit are at the discretion of the Director, Australia Wide First Aid and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

Conditions for refund of course enrolment fees are outlined in our Refund Policy.

DOCUMENT: