



REFUNDS POLICY

Fees, payment, withdrawals and refunds

Course fees and outlays are detailed under the section 'Courses' on page 9 and are also on our website under 'Course Information'.

All fees under \$1500 are to be paid in advance and receipt of fees confirms registration on a course. For fees amounting to more than \$1500, a deposit is to be paid, with the balance to be paid prior to commencement of the course.

Course fees include all charges to complete the course and cover:

- tuition
- support and coaching
- any associated student workbooks, handouts and manuals
- classroom and facilities
- access to any specialised equipment necessary for the training

Students will be advised of equipment and consumables that they must bring for their own use, e.g. laptops, note pads.

Fees/deposits are held in a separate account and not accessed until the course begins. A portion of the fees will be retained in this account until the course is completed, to allow for any pro-rata refunds for eligible students. All fees are recorded in the student management system.

Additional fees will be charged for replacement of certificates. Print of originals will attract a charge. Copies of qualifications are free.

If a student is assessed as **'Not Competent'** at the end of the course, then a grace period of one month applies to re-try assessment or to complete outstanding work, otherwise all fees are forfeited.

Payment

All courses fees can be paid online through the website by Credit card, PayPal or direct deposit into All Training Services Pty Ltd's bank account. Students may wish to make a direct deposit. The invoice notes the direct deposit details and BPay details.

If you have any difficulties with the payment procedure, please contact the office on 1300 707 677.

Refund Policy

Refund of all or part of fees may be available, subject to compliance with All Training Services Pty Ltd's refund policy noted below:

- All Training Services Pty Ltd will allow cancellation by students or clients within seven days of the course commencement and will provide a refund, under the following circumstances:
 - personal trauma such as (serious accident, illness, severe hardship as a result of loss of employment, loss of a family member)
 - Cancellation of course by All Training Services Pty Ltd
- If an online student registers and receives training material, then subsequently changes their mind or is unable to do the course and returns the material within 28 days of the course commencement, they are entitled to a refund minus an administration fee of \$50.00. The student must apply in writing to the CEO to cancel the enrolment and request the refund, minus any administration fee.
- If a refund applies, refunds will be paid within 14 days of the claim for a refund.

Guidelines for refunds - withdrawal from the course less than 4 weeks prior to the course, the following will apply:

Withdrawal Reason	Amount Refunded
Withdrawal at least 1 week prior to the agreed start date	Full refund minus admin processing fee of \$50; or held in credit.
Withdrawal at 3-6 days prior to agreed start date	50% refund (course handling /student contribution fee retained by All Training Services Pty Ltd); or held in credit.
Withdrawal at 1-2 days prior to agreed start date	No refund
Failure of course	No refund
Withdrawal on the agreed start date, unless there are extenuating circumstances.	No refund
Withdrawal from a course without written notice in advance to All Training Services Pty Ltd.	No refund
Withdrawal after the agreed start date, unless there are extenuating circumstances	No refund
Leaving before finalizing the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In this instance students may re-schedule a course within one month of the course date	No refund
Serious and proven plagiarism, cheating or collusion resulting in dismissal from the course	No refund
Serious breach of the code of conduct involving law breaking	No refund
Course withdrawn by All Training Services Pty Ltd	Full refund or held in credit
All Training Services Pty Ltd is unable to provide the course for which the original offer was made	Full refund or held in credit

Refund process

To request a refund, students must complete a course cancellation and refund form accompanied by supporting documents such as a doctor's certificate or signed Statutory Declaration. The refund claim form must be signed and dated by the student or client.

To make a cancellation and seek a refund, the student must complete a Course cancellation and refund request form.

The course cancellation and refund form details the student's name and contact details, payment details for refund, student signature and date. It also details the course in which they enrolled and are now cancelling including course name, date, time, cost, duration, the reason for cancellation, the refund being requested, based on guidelines, and the student would include any supporting documentation for the reason for cancellation to accompany the form.

A Payment of refund form will be completed and signed by All Training Services Pty Ltd. A copy will be retained by All Training Services Pty Ltd and the original provided to the student/client.

Refunds are only paid to the person who entered into the agreement to undertake the training i.e. the student or client (if the client paid the fees).

If All Training Services Pty Ltd has to cancel or reschedule a course, students/clients are entitled to 100% of their fees or deposit being fully refunded or transferred to a future course. Where practicable, All Training Services Pty Ltd will give 48 hours notice to students/clients, or where this is not possible, as soon as the client is able to give notice.

A refund is not provided to a student/client if the student/client fails to give notice either by email or phone call, prior to the course commencement.

If a course has been tailor-made for a client and travel is involved in providing a trainer, cancellation of booking will attract a 50% cancellation fee if postponed within 48 hours of course commencement and 100% of the fee if less than 24 hours.

No refund is available to students who leave before completing the course and assessment, unless a medical certificate or proof of extenuating circumstances is provided. In that case the student or client may reschedule within one month of the original course ending.

All Training Services Pty Ltd will on-cost to a client travel and accommodation costs organised for a course, when the course is cancelled or postponed for any reason.

Thank you for choosing All Training Services!

Version control and amendments record

Version	Date	Approved by	Amended by	Amendment
1.0	April 2016	Director	Director	
1.1	August 2017	Director	Director	Updated refund policy and course units