

<b>Title:</b>	Refund Policy		
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<b>Prepared by:</b>	AB Compliance Administrator	<b>Edition:</b>	7
<b>Approved by:</b>	LGK General Manager	<b>Date:</b>	23/03/15

First Intervention offers students/clients the opportunity to cancel a course and request a refund or transfer their course enrolment date, provided the prescribed requirements are met. Refund and transfer arrangements are clearly articulated in the Student Handbook and/or Booking Form (for Short Courses only) and Course material provided prior to enrolment.

Prior to booking a course, students/clients are provided with details of deadlines and financial penalties to be incurred in the case of cancellation or rescheduling.

The General Manager must approve any refunds and transfers. Guidelines are provided to assist staff.

## STUDENTS

### Course Cancellation - Short Course:

First Intervention does not usually require students/clients to pay fees in advance of short courses, however in the event that fees are paid to First Intervention prior to the commencement of a course and an individual participant is unable to attend the course, a **full refund** will be given provided **7 days** notice is given prior to the course commencement.

### Course Cancellation - Certificate Course:

For all certificate courses a non-refundable enrolment fee is required before course commencement and clearly specified in course material provided in advance of enrolment. The enrolment fee is payable within 7 days of receipt of the invoice and is non-refundable if cancellation is received **less than 14 days** prior to the course commencement date or after the course commencement. Students paying a lump sum will forfeit the same amount if cancelling 14 day or less prior to the course start or after course commencement.

For students who are offered a Government funded training place (Victorian Training Guarantee) fees are remitted under a single payment, comprising a student contribution to the tuition fee and a materials fee. This amount is payable within 7 days of the receipt of the invoice and is non-refundable if cancellation is received **less than 14 days** prior to the course commencement date or after the course commencement.

### Absenteeism due to illness/ unforeseen circumstances:

In the event that illness or other unforeseen circumstances should prevent an individual participant from completing the short course for which *full payment* has been made to First Intervention, the participant will be offered a place in another course for no additional charge in order to complete the qualification (a doctor's certificate may be requested).

In the event the student is enrolled and completing a Certificate Course, consideration will be given to subject completions (full, partial or not yet commenced) up to the date of absenteeism.

The student will be offered a place to complete the remainder of the course or missed course content in the following course. In the event the student is uncertain of a date of return and a refund is sought, only subjects *not yet commenced* will be refunded in full, less an administration charge of \$50.00.

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For VTG Funded Students- Absenteeism will be addressed in the same manner, however reporting will be adjusted to reflect actual attendance as required under the terms and conditions of the contract.

## CONTRACTING ORGANISATIONS

### Course Cancellation:

Where a course is cancelled by a contracting organisation not less than **8 days** prior to course commencement, no cost will apply.

Where a course is cancelled with **7 days** or less notice given by a contracting organisation, they will be charged at a rate of **50% of the quoted price** or where a booking is cancelled with less than 24 hours notice a fee of **100% of the quoted fee** will be applied.

### Course Re-Scheduling:

Where a course requires re scheduling by the a contracting organisation with no less than **14 days** notice prior to the commencement of the course, no fee will apply.

Where an organisation requests a course to be re-scheduled with less than **7 days** notice, First Intervention Pty Ltd reserves the right to include a fee of 25% of the quoted price to be added to the invoice in order to recover administration costs.

### REFERENCES:

ASQA SN: 5.1-5.4, 7.3

Procedure: 102.18 Course Cancellation/Withdrawal Policy

Form: 201.22 Short Course Booking Confirmation

Student Handbook