

## **Refund Cancellation Policy**

### Purpose of this Policy

The purpose of this policy is to provide clear direction to Learn4life First Aid Training policy and procedures, relating to fees, refunds, and cancellations.

### Policy

This policy refers to all students, participants, clients (group training) and includes prospective clients.

### Policy Statement

This policy is to be read in conjunction with applicable legislative instruments including the Australian Consumer Law Legislations, Standards.

### Fees

Prior to enrolment, information on course details and the enrolment process is made available to the participant/student. Course fees are either quoted or displayed on the enrolment process.

Upon booking confirmation, clients are issued with a tax invoice and payment methods.

All fees are charged based on enrolments.

Additional Fees may be charged in the case:

- The replacement of any learning resource that is lost, damaged or misplaced. These will vary from program to program.
- The reissue of misplaced or lost certificates once we send you the certificate.
- Students/participants who require a reassessment of a task will be charged an extra fee for each subsequent submission.

### Fee Collection and Payment Methods

- Online Credit or Debit card via a third-party provider.
- Option for electronic funds transfer prior to the course at least 7 days prior to your course (if public) or via invoice for group training.

Learn4Life First Aid Training provides a cancellation policy to clients prior to the commencement of the course and ensures that all refunds and/or cancellations are dealt with in a fair and equitable manner. All requests for refunds and/or cancellations will be acted upon within 14 days of notice received.

**No show to class – No refund**

We have limited numbers in our classes, if you don't turn up and don't advise us 24 hours prior to attending you will not be entitled to a refund or transfer to another class.

**Once the course/unit has commenced – No refund**

Where payment has not been paid, clients will be invoiced

**Cancellations 1 to 4 days prior to the course commencement date**

No refund. Where payment has not been paid, clients will be invoiced. Efforts may be made to reschedule participants to another class/date.

**Cancellations 5 to 14 days prior to the course commencement date**

50% refund. Group bookings - \$30 administration fee also applies. Efforts may be made to reschedule participants to another class/date.

**Cancellations 15 days or more prior to the course commencement date**

Full refund. Group bookings - \$30 administration fee also applies. Efforts may be made to reschedule participants to another class/date.

All cancellations must be in writing via email, text or can be sent via our website online form.

Once a course has commenced, no refund will be made where the student/participant withdraws prior to completion. Should the student/participant wish to finalise the incomplete units or tasks, the original fee can be used as a credit towards that course. This will be looked at based on the unit/course and time frame. After 30 days this offer will not be applicable.

**Discontinuing Students**

In the case where a student/participant wishes to discontinue their training without completing the course, Learn4Life First Aid Training will take all the necessary measures to:

- Determine the reason for discontinuing, and if found to be related to the delivery of the training, ensure all reasonable efforts are made to address the client's concerns.
- Give the student/participant a statement of fees that includes all fees applied, outstanding, or refunded if applicable.

**Refunds**

From time to time there are circumstances where a refund of fees will be available. The following conditions are outlined:

- A course or unit has been cancelled by Learn4Life First Aid Training due to unforeseen circumstances. In this case, a full refund will be applied.

- If a student/participant has paid in advance and wishes to cancel a course within the time frames set within our cancellation and withdrawn conditions in this document apply.
- No refund will be made on perishable items such as practice materials (bandages, masks etc) and learning resources (books, tools requirements ordered in to conduct the course or unit).
- The student/participant agrees that Learn4LifeFirst Aid Training may change this policy at any time and the policy to be used to determine whether they receive a refund will be the policy applicable at the time they give notice of cancellation or withdraw enrolment in a course.

#### Application for Refunds

All requests for refunds must be submitted in writing, addressed to Learn4Life First Aid Training, sent to the email address you received when you enrolled. All requests for refunds will be acted upon within 14 days in accordance with our Refund Policy.