

# Refund Policy

## PURPOSE

The purpose of this policy is to ensure appropriate policy in respect to refunds of course fees.

## POLICY RATIONALE

To provide a consistent & fair process for dealing with requests for refund of course fees.

## REFUNDS

Refunds are provided on the following basis:

- No refunds are provided for training that has been delivered
- If the provider cancels the course then a refund of all fees is paid to the student or client unless satisfactory alternative arrangements can be made
- Cancellations received up to two weeks prior to commencement will receive a full refund minus \$30 to cover the costs of administration
- Cancellations received less than two weeks prior to commencement or after commencement will receive no refund.
- Cancellations will only be accepted if they are received in writing (email, fax, post or hand delivered)

If a refund is sought for badly conducted classes or tutor ineptitude

**- a full refund is made, provided the student has attended at least 2 classes.**

If a student has attended at least 1 class & then requests a refund on grounds other than class conduct

**- no refund will be made**