



Cancellation and Refund Policy

Standard 5 Clause 5.3

Objective

To provide a transparent and fair cancellation and refund policy for learners and clients that complies with Clause 5.3 of Standard 5 of the Standards for Registered Training Organisations (RTOs).

Policy

First Aid Accident & Emergency (FAAE) respects each learner's consumer rights. This policy ensures that all learners are treated fairly and are provided with the Cancellation and Refund Policy prior to the commencement of training.

The Cancellation and Refund Policy is available publicly within our course terms and conditions on our website.

www.firstaidae.com.au

FAAE reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. In the event this was to occur, a learner can choose to have their course fee fully refunded or rescheduled to a new training date without penalty.

Policy Details for Public Courses and Online Enrolments

Payment of Course Fees

- Course fees are payable at the time of booking by Credit Card (Visa or MasterCard), EFTPOS or Cash unless otherwise negotiated.
- Payment will be considered received once funds have cleared FAAE's bank account.
- A Statement of Attainment will not be issued until full payment has been received.

Cancellation & Refunds

- **All** refunds will incur an Administration Fee regardless of time given. *(See Table of Fees)*
- Where a learner provides a minimum of 48 hours notice prior to the commencement of training advising they wish to cancel from a booked course, a refund less an Administration Fee will be payable to the payee.

Refunds will not be issued when:

- A learner cancels their training within 48 hours of the commencement of training.
- A learner changes their course type within 48 hours of the commencement of training. The balance of course fees (if applicable) are payable at the time of amendment.
- A learner does not attend a booked course (no-shows).
- A learner does not complete the course once they have commenced. This includes the online learning and assessment component of express courses.



- A learner has commenced/completed and or failed the pre-course online assessment in preparation of face-to-face training.
- A learner simply changes their mind within 48 hours of the commencement of training.

All refund requests must be submitted in writing to admin@firstaidae.com.au or mail Po Box 554, MIAMI QLD 4220. Approved refunds less any applicable fees will be processed within 14 days from the time the learner provided written notice to cancel their enrolment.

Transferring to an alternative course date

- No additional fees will be incurred if a learner transfers to an alternative date a minimum of 24 hours prior to the commencement of the face-to-face training.
- A Reschedule Fee will be incurred if a learner transfers to an alternative date within 24 hours of the face-to-face training. The reschedule fee is due upon booking a new date.
- Bookings and payments placed on hold will only be held for a 6-month period from the notification date. After 6 months the learner's course fee will be forfeited. Course fees will be re-booked at the current advertised course rate. Additional fees may apply as course fees are subject to change.
- A learner who has completed pre-course online assessment in preparation for face-to-face training must complete the face-to-face training within eight (8) weeks of the assessment completion date. Failure to complete training within this time frame will require a learner to complete the relevant pre-course online assessment again.

Late Arrival & No-Show

- No refund will be given for a non-attendance or late arrival to a booked course and 100% of course fees will be forfeited. Full course fees are payable should a learner wish to re-book.

Early Departure

- No refund is available if a participant leaves prior to completing the course/unit of competency. However, if a participant wishes to finalise incomplete units of competency at a future course, the original fee can be used as a credit towards that course plus a Reschedule Fee. This offer is available within a 4-week period from the initial training date.



Policy Details for In-House Training

In-House training is quoted based on number of participants, location and course type.

A minimum onsite fee applies to all in-house training.

Payment of Fees

- An invoice will be issued based on the final number of participants.
- Should the final number of participants fall short of the minimum in-house requirement the minimum in-house fee will be apply.
- Fees apply to a participant who does not complete the course once they have commenced. This includes the online learning and assessment component of express courses.
- Payment is strictly due on receipt of invoice unless otherwise authorised.
- Payment will be considered received once funds have cleared FAAE's bank account. Statement of Attainments are issued on receipt of payment.
- Settlement of invoice can be made by internet transfer (details will be provided on invoice) or credit card (MasterCard and Visa Card).

Cancellation & Refunds

- No fees apply to course amendments or course cancellations made 5 days before the commencement of training and/or online assessment, whichever comes first. Notification to be provided by email or phone call.
- Cancellations where less than 5 days' notice is provided will incur a cancellation fee equal to 50% of the minimum onsite requirement.
- Fees apply for a learner/s who have commenced/completed and or failed the pre-course online assessment in preparation of face-to-face training.

Reschedule of Training Date

- No fees apply to amendments or cancellations made outside of 5 days from the training date. Notification to be provided by email or phone call.
- Minimum course fees still apply to in-house training.

Late Arrivals & No Shows

- Learners who arrive late to training will not be accepted into the session and will be required to rebook. If re-booking to attend a public course the relevant public course fee applies.
- Full course fees are payable should a learner no-show and wish to re-book. If re-booking to attend a public course the relevant public course fee applies.
- Minimum course fees still apply to in-house training.



Table of Fees

Administration Fee	\$11.00 including GST
Reschedule of Training Fee	\$22.00 including GST
In-House Cancellation Fee	50% of minimum onsite fee
In-House Pre-Course Online Assessment Fee	50% of the quoted per person onsite fee

Definitions

<p>Booking/booked refers to a paid and/or confirmed enrolment into a training course.</p> <p>A paid booking constitutes confirmation and acceptance of ALL First Aid Accident & Emergency's Terms and Conditions.</p> <p>Commencement of Training refers to the date a student begins the training program and/or online assessment, whichever comes first.</p> <p>Express Course is a blended learning option which combines pre-course online learning and assessment with a short face-to-face session. A learner who has started the pre-course online learning is considered to have commenced training.</p> <p>Fee an amount payable to the RTO by the participant/client for training and assessment services.</p> <p>In-House refers to group training held at a workplace, community group whereby training is paid by one invoice.</p> <p>Learner is a person who is enrolled into training and assessment. Also referred to as a student or participant.</p> <p>No-Show is non-attendance or failure to attend a booked course.</p> <p>On hold is when a learner wishes to reschedule/post pone their training but are unable to confirm a date at the time of rescheduling.</p> <p>Refund is the amount payable by the RTO to the participant/client in line with this policy.</p>
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The above terms and conditions are at the discretion of the Director.

Person responsible for policy: DIRECTOR - Scott Whimpey

Approval Date: 5 July 2022