

Training Fees, Refunds & Cancellations Policy

Scope

This policy applies to any accredited training that Arthritis & Osteoporosis Tasmania (AOT) delivers and does not apply to non-accredited training.

Definitions

'Fees in advance' means fees collected prior to the course commencing.

'Cooling off period' means a period where you have the opportunity to withdraw from the course because the course is not what you thought you were signing up for.

'Cost of the course' means the tuition cost of a course.

'Personal reasons beyond a student's control' means things that you cannot reasonably control and may include:

- Extended sickness (verified by a medical certificate)
- Change of employment hours or location (verified by the employer) which results in you physically being unable to attend the course. This reason will not be valid for courses which are predominately self-paced
- Other reasons deemed valid at AOT's discretion

'Providing students with detail' means:

- Providing you with details of the course prior to you being enrolled in the course.
- Informing you how you can pay for the course and when the fees are due before you become legally responsible to pay those fees.

Fees collected in advance

When we collect fees in advance, it will be no more than \$1,500. At no stage will we collect more than \$1,500 from you for training or assessment that we have not yet delivered or conducted.

Administrative charges for withdrawing

We may, in our absolute discretion, charge an administration fee for the administration of your withdrawal. This fee is \$50. It covers the cost of issuing any certificates that we may be required to issue to you as part of you leaving early and to process other paperwork to support your withdrawal.

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Reproducing a certificate for a student

You will receive a certificate or a Statement of Attainment (SoA) at the completion of your course. After we have issued the first certificate, if you request a re-issuance of a certificate or SoA, we will charge \$25 for doing this (per certificate).

Cooling off period for courses

There is no cooling off period for courses lasting less than 3 days.

Repayment of deposits

If you are not accepted into a course for any reason and you have paid a deposit, the deposit will be repaid in full and no administration fee charged.

Circumstances where we will refund your monies

- We will refund your tuition fees if we are unable to deliver the course you are enrolled in prior to the commencement of that course.
- We will refund your tuition fees on a pro-rata basis when we are unable to complete the delivery of a course but we provided you with training against which you have had the opportunity to be assessed. The pro-rata will be calculated by dividing the course fee by the number of units for the course.

Refunds requested on compassionate grounds

We may consider a refund of your monies on compassionate grounds. We do this on a case by case basis.

Completing a course on time

If you do not complete the course on time, we will assess the work that you have completed and issue any certificate or statement of attainment that we can. You are still required to pay your course fees and we will not issue any certificates or statements of attainment until you have paid all your course fees.

How you pay your fees

For courses costing more than \$1,500, we may require you to pay a deposit. Where we require a deposit, we will issue you with a tax invoice for the amount of the deposit.

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Issuing receipts

We will send you a receipt when you pay your deposit. Note, this may take a few days.

Feedback

As part of AOT's commitment to continuous improvement, all Policies and Procedures are refreshed annually. Additionally these policies will be updated as required.

Your thoughts, comments and suggestions are welcome. Please direct any feedback to training@arthritistas.org.au

Revision History

Version	Date	Description of Modifications
v1.0	18/08/2016	Original
v1.1	11/04/2019	Refreshed, no significant changes

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