

# TRAINING COURSE REFUND & TRANSFER POLICY



**Introduction** In the spirit of the ATTAR Values; Openness, Ethics and Integrity; the ATTAR Training Course Refund & Transfer Policy outlines the terms and conditions for granting refunds, transfers and measures to safeguard Student and client fees.

**Purpose** The ATTAR Training Course Refund & Transfer Policy is designed to be prompt, easily understood and readily accessible to Students and Clients.

The ATTAR Training Course Refund & Transfer Policy will at all times, reflect the current Conditions of Registration for Private Providers of Vocational Education and Training, and any other conditions that may be required from time to time by the applicable government department.

**Public Courses** In order for a Student to be enrolled on an ATTAR Training Course and therefore possibly considered at a later stage for a refund based on cancellation, transfer or withdrawal, the Student must have ensured the following:

**Enrolment Requirements**

- Official ATTAR enrolment forms and full payment must be submitted for all course enrolments; and
- To confirm enrolment using a Purchase Order, the **balance of all course fees must be paid at least 14 days prior to course commencement** as places are limited.
- Placement on all courses is made in the order of receipted enrolment forms accompanied by full payment.
- ATTAR reserves the right to withhold course results until all course fees have been made.

**Public Courses** ATTAR runs courses based on Student enrolment numbers. If a Student cancels their enrolment on an ATTAR Training Course, the following terms and conditions apply:

**Cancellation & Transfer**

**Standard courses:**

- a) For a full refund of fees, all cancellations or transfer requests must be received in writing at least 14 calendar days prior to course commencement.
- b) Any cancellations or transfer requests received within 3 – 14 calendar days of course commencement will result in an Administration fee of \$250.00 with the balance of fees to be transferred to a future course scheduled no later than 1 year after the original course dates.
- c) Any withdrawal or cancellation within 3 calendar days of course commencement (or during course) will result in forfeiture of all fees.

**Advanced courses:**

- a) For a full refund of fees, all cancellations or transfer requests must be received in writing at least 14 calendar days prior to course commencement.
- b) Any cancellations or transfer requests received within 5 – 14 calendar days of course commencement will result in an Administration fee of \$250.00 with the balance of fees to be transferred to a future course scheduled no later than 1 year after the original course dates.
- c) Any withdrawal or cancellation within 5 calendar days of course commencement (or during course) will result in forfeiture of all fees.

The applicable Cancellation & Transfer Policy is also provided on each Course Enrolment Form.

Where a student enrolled using a Purchase Order withdraws from a course with insufficient notice (less than 14 days) ATTAR reserves the right to refuse any future enrolment that is not accompanied by full course payment.

## Private Courses

Where ATTAR conducts a private training course for a Client, the following enrolment conditions apply:

## Enrolment Requirements

- A **non-refundable** deposit of 50% of the total course cost is required, no later than 21 days prior to commencement of training
- An official authorised Purchase Order must accompany the non-refundable deposit, no later than 21 days prior to commencement of training. ATTAR private training courses will not be scheduled without supply of Purchase Order and non-refundable deposit.

The balance of all ATTAR private training course fees is required within normal ATTAR terms of payment; **14 days of completion of training/invoice date.**

ATTAR reserves the right to withhold course results until all course fee payments have been made.

## Private Courses

If a client cancels or wishes to postpone an ATTAR Private Training Course, the following terms and conditions apply:

## Cancellation & Transfer

- A refund of fees (**less non-refundable Deposit**) will only be provided where a cancellation or transfer request is received in writing **at least 14 days prior** to course commencement; and
- Any cancellations or transfer requests received **less than 14 days** prior to course commencement will result in forfeiture of **non-refundable Deposit**.
- The ATTAR Technical Director reserves the right to decline a refund in all of these circumstances, and this will be determined on a case-by-case basis.
- Any request for refund must be made in writing using the ATTAR Special Consideration Form.

## Withdrawal of Student from Training Course by ATTAR

ATTAR reserves the right to withdraw a Student from an ATTAR Training Course due to a breach of the Student Code of Conduct or extreme learning difficulties. Where ATTAR withdraws a Student from a course, the following terms and conditions apply:

- Where a Student has been withdrawn from an ATTAR Training Course due to unacceptable behaviour or a breach of the **ATTAR Student Code of Conduct**, a partial refund (**less an Administration Fee of \$250.00**) of the ATTAR Training Course fees **may** be available; or
- Where a Student has been withdrawn from an ATTAR Training Course due to extreme learning difficulties, a partial refund (**less an Administration Fee of \$250.00**) of the ATTAR Training Course **may** be available, however it is important to note the following:
  - As ATTAR requests all Students complete the Pre-Course Language, Learning & Literacy (LLN) sample questions prior to attending an ATTAR Training Course, the Student may be asked to produce the completed questions when requesting a refund.
  - ATTAR will always provide the Student with referral services for additional LLN assistance in these circumstances and will request evidence of improvement to the level required by the Course, prior to enrolling the Student again.
- ATTAR may also withdraw a Student from a Training Course due to illness – see following section.
- The ATTAR Technical Director reserves the right to decline a refund in all of these circumstances, and this will be determined on a case-by-case basis.
- Any request for refund must be made in writing using the ATTAR Special Consideration Form.

## **Absence due to Genuine Illness or Extenuating Circumstances**

In the event of absence due to illness, the following terms and conditions apply:

- The Student must complete an ATTAR Special Consideration Form; and
- The Student needs to present a certificate from a Registered Medical Practitioner on the day of return to the ATTAR Training Course.

If a Student is absent for **two (2) or more** days from the ATTAR Training Course and is unable to make the hours up in accordance with the alternatives provided by ATTAR, it may result in the Student being withdrawn from the ATTAR Training Course;

- A partial refund (**less an Administration Fee of \$250.00**) of the ATTAR Training Course **may** be available.
- This request must be made in writing using the ATTAR Special Consideration Form.
- The ATTAR Technical Director reserves the right to decline a refund in these circumstances, on a case-by-case basis.

Prior consent for special absence due to extenuating circumstances may be granted;

- Students must notify ATTAR immediately in this case;
- If the Student is unable to make the hours up in accordance with the alternatives provided by ATTAR, it may result in the Student being withdrawn from the ATTAR Training Course;
- A partial refund (**less an Administration fee of \$250.00**) of the ATTAR Training Course **may** be available.
- This request must be made in writing using the ATTAR Special Consideration Form.
- The ATTAR Technical Director reserves the right to decline a refund in these circumstances, this will be determined on a case-by-case basis.

## **ATTAR cancels a Training Course**

All course fees collected by ATTAR are held in trust until such time as the course commences. If ATTAR does not proceed with a course, all monies paid will be refunded in full.

## **Written Request**

A refund of fees, transfer or other special consideration request must be made in writing using the ATTAR Special Consideration Form.

The merits of the request will be considered on case-by-case basis and the ATTAR Technical Director reserves the right to decline requests, including refunds.

## **Cancellation of Scheduled Examination**

A minimum of 7 days written notice is required to change the date for a scheduled examination. Failure to provide 24 hours written notice of a postponement will result in full forfeiture of exam fees.

## **Record Keeping**

Records of all refund, transfer and special consideration requests and outcomes will be maintained by ATTAR.

## **Further Information**

Additional information on the ATTAR Training Course Refund & Transfer Policy may be obtained from an ATTAR Director.