

## Refund, Cancellation, Transfer or Deferral Policy

To be eligible for a full refund of any course fee that has been paid, cancellations or deferrals must be received by the Australasian Training Company (ATC) at least fourteen (14) working days prior to the course commencement date in writing. An exigent circumstance will be taken into consideration by the Director.

**ATC WILL ISSUE A FULL REFUND OF FEES PAID OR WILL TRANSFER THE FEE PAID TO A LATER COURSE IF PREFERRED IF EITHER OF THE FOLLOWING OCCURS:**

### ATC INITIATED CANCELLATION

ATC will make every effort to deliver training as advertised. However, due to unforeseen circumstances, there may be times where ATC is required to cancel a course. Should this occur, you will be notified and you will be given 2 options;

- a full refund of the fee paid will be issued by cheque to the student or agent who paid the original fee;
- You can defer to a later course provided that the later course is the same as the original and is delivered in the same calendar year as the original. The original fee paid can be transferred to that course if you would prefer.

### STUDENT/AGENT INITIATED CANCELLATION OR DEFERRAL

Where a Student/Agent cancels off a course in accordance with ATC procedure (*see below Cancellation Deferral*) you will be given the following options;

- A full refund of the fee paid will be issued by cheque to the student or agent who paid the original fee;
- If more than three (3) full working days' notice is given, you can defer to a later course provided that the later course is the same as the original and is delivered within six (6) months of the original. The original fee paid can be transferred to that course if you would prefer;
- A change to another course date may be made at no additional charge. Any changes made in less than 3 full working days will incur an Administration Fee of 50% of the course fee.

### WHERE APPLICABLE ATC WILL RECOUP THE BALANCE OF THE FULL COST OF THE TRAINING

Students are entitled to a full refund of Tuition Fees and Charges where;

- A course is cancelled or re-scheduled to a time or location unsuitable to the student
- A student is not given a place due to the class being full;
- A student provides written notice of their intent to withdraw, no less than 14 (fourteen) days prior to course commencement;
- A student withdraws prior to course commencement due to serious illness, injury or disability that prevents the student from attending the course (medical certificate from a

doctor detailing the condition is required). There are no other grounds for a full refund prior to course commencement.

#### ATC WILL NOT ISSUE A REFUND OR TRANSFER ANY COURSE FEES PAID IF THE FOLLOWING OCCURS:

- No refunds will be given for the cancellation of a booking received less than 3 full working days of the course commencement;
- Should a participant fail to attend or complete the full course for which they have been enrolled, no refund will be given;
- Student is removed from course or facility
- Where a student fails to attend a course and the student or agent does not cancel in accordance with ATC procedure, the fee paid will be forfeited and there will be no refund or funds transfer. (*See below Cancellation – Deferral*)

#### CANCELLATION OR DEFERAL PROCEDURE

1. Contact ATC Administration via email or phone and advise that you are unable to attend the course.

2. If you cancel or defer within the time frame required under ATC Terms & Conditions there will be no penalty.

3. You will be asked if you would like to transfer to a later course. This will be possible provided that the following 2 conditions are met:

- The course you wish to transfer to is the same as the original.  
AND
- The course you wish to transfer to is delivered within the same calendar year as the original.

4. If you wish to transfer and you have cancelled in accordance with ATC's Terms & Conditions, you will be given the following options;

- The fee paid for the original course will be transferred to the later course.
- You can be issued with a refund of the fee paid for the original course and pay the fee for the later course in accordance with the specified time period for that course.