

## Fees and Refunds Policy

### Primary Responsibility

CEO

### Purpose and Scope

*This document sets out the RTO's fair and equitable fees and refund policy. A copy of this policy is available on the RTO's website or on request.*

### Definition

#### **Fee**

*An amount payable to the RTO or third-party provider of the RTO by the participant/client for training and assessment services.*

#### **Refund**

*An amount payable to the participant/client by the RTO or third-party provider in line with this policy.*

#### **Additional Charge/s**

*An additional amount payable by the participant/client to the RTO or third-party provider for services not included in the training fees. This may include but is not limited to.*

- *Learning and support services*
- *Interpreter services*
- *Reprinting of certificates*
- *Postage & handling*
- *Extended training times which has been caused by late arrivals or other issues caused by the participant/client*
- *Cancellation charges*
- *Rescheduling charges*
- *Rebooking charges*
- *Administration charges*
- *Transaction charges for processing refunds and other payments*
- *Travel/fuel charges*

### Policy Details

#### Public Course Fees, Refunds, and Charges

An amount (fee) will be provided in writing or verbally to participants/clients prior to confirming enrollment in a selected training course. The quoted amount will be based on the details provided by the participant/client at the

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## The First Aid Group Pty Ltd (Also T/a Paradise First Aid)

time of booking and may increase or decrease should training details change. The fee may be based on a per-person charge or a group rate. The RTO or third-party provider acting on behalf of the RTO will make clear all applicable fees and additional charges prior to enrollment and booking. Unless otherwise agreed between the participant/client and the RTO or third-party acting on behalf of the RTO, the training fees are due at the time of booking.

### **Cancellations**

- No refunds are available for cancellations less than 48 hours prior to the original course date.
- Cancellations, where more than 48 hours notice has been provided (email or phone call), will receive a refund of course fees less a \$10.00 administration and processing charge.

### **Change of Date**

- Participants may reschedule their course to a different date by providing at least 24 hours notice without incurring any charge.
- A 25% rebooking charge applies to rescheduling a course date when less than 24 hours notice has been provided or where more than two reschedules have occurred in the past regardless of notice given.

### **Late Arrivals & No-Show**

- Participants who arrive late to training for any reason, or do not attend a confirmed date, will be required to rebook an alternative date and pay a 25% rebooking charge.

### **Incomplete eLearning (Express Courses Only)**

- Participants who have not completed all required eLearning before attending a course will be required to rebook an alternative date and pay a 25% rebooking charge.

In the event that the RTO or a third-party acting on behalf of the RTO is unable to provide the detailed training, participants will be offered an alternative date with no penalty or a full refund of the course fees.

## **Workplace/Onsite Fees, Refunds, and Charges**

Fees for workplace/on-site training are based on the number of participants detailed at the time of booking. The final cost will be dependant on the number of participants who undertake training on the day. A minimum fee applies to all workplace/on-site training should the number of participants fall below our minimum. Changes to participant numbers should be communicated with the RTO or third-party provider acting on behalf of the RTO as soon as possible to ensure that the training can be re-quoted based on the new details.

The RTO or third-party provider acting on behalf of the RTO will make clear all applicable fees and additional charges prior to enrollment and booking.

Workplace/onsite courses will be invoiced following the training and will be due 7 days from the date of the invoice.

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### **Cancellations**

- No charges are payable for cancellations where at least 48 hours notice has been provided (email or phone call).
- Cancellations (for whatever reason) where less than 48 hours notice is provided, will incur a charge of \$350.00 per course. Where multiple trainers are being provided, the charge will be multiplied by the number of trainers.

### **Change of Date**

- Clients may reschedule their course to a different date by providing at least 48 hours' notice without incurring any charge.
- A \$200.00 rebooking charge applies to rescheduling a course date when less than 48 hours notice has been provided or where more than two reschedules have occurred in the past regardless of notice given.

### **Late Arrivals & No-Show**

- Participants who arrive late to training for any reason, or do not attend a confirmed date, will be required to rebook an alternative date at one of our public courses and pay the relevant public course fee. Minimum course fees still apply in situations where participant numbers drop below the minimum.

### **Incomplete eLearning (Express Courses Only)**

- Participants who have not completed all required eLearning before attending a course will be required to rebook an alternative date at one of our public courses and pay the relevant public course fee. Minimum course fees still apply to the workplace/onsite training.

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