

# Course Cancellation and Refund Policy

## Purpose

The purpose of this policy to provide clear advice and guidance as to the circumstances when AVELING will offer a refund for course cancellations or variations.

## Scope

This policy covers all Face to Face and Online courses (both Nationally Recognised and Non-Nationally Recognised) offered by AVELING.

## Responsibility

- AVELING Employees – to ensure that the policy is followed
- Participants – to advise AVELING when a course needs to be cancelled or transferred.

## Policy – Face to Face Courses

### 1. Cancellations

#### ***Half or Full Day Courses***

##### 2 or more days' notice:

If cancellation is sought with 2 or more working days' notice, then the cancelling party will not be charged.

##### Less than 2 days' notice:

If cancellation is sought with less than 2 working days' notice, the full cost of the course will be charged.

#### ***Longer Courses***

This provision applies to courses that run for two days or more.

A minimum of 7 working days' notice is required for a course cancellation to result in a full refund. If less than 7 working days' notice is given, the cancelling party will incur costs, the amount of which will depend on the actual amount of notice given.

##### 7 or more working days' notice

If cancellation is sought with 7 or more working days' notice, then the cancelling party will not be charged.

##### Between 4 and 6 working days' notice

If between 4 and 6 working days' notice is given, then the cancelling party will incur a fee equivalent to 50% of the course fees.

##### 3 or less working days' notice

Any cancellation sought with 3 or less working days' notice will result in the cancelling party being charged the full cost of the course.

#### ***Customised Courses***

Customised course fee structure and cancellation policies (if any) are outlined in the relevant organisation proposal.

## **2. Transfers**

A transfer of a booking can be made up to 2 working days prior to the commencement of the course without incurring any costs. Once a transfer has been made, any further transfers will be at the discretion of AVELING Management.

### 2 or more working days' notice:

If a transfer is sought with a minimum of 2 working days' notice, then the cancelling party will not be charged.

### Less than 2 working days' notice:

Any transfer sought with less than 2 working days' notice will result in the cancelling party being charged the full cost of the course.

## **3. Substitutions**

An alternate person may be substituted prior to the commencement of a course at no additional cost.

## **4. Non-attendance**

If a participant fails to turn up to a class, no refund will be payable. Participants need to be aware that leaving a voicemail message on an AVELING answering service outside of business hours where the course is held on the day before the course is not accepted as a notification of cancellation.

If a participant is sick on the day of their course, and can support this with a medical certificate, they will be transferred to an alternate date at no charge but must be available to complete this training within 6 months of the original course date. If the participant has failed to attend due to any other reason no refund will be payable, however a course transfer may be granted at the discretion of the Training Services Manager.

## **5. Exceptional Circumstances**

AVELING aims to be flexible and accommodating with all procedures and recognises that in some cases there are exceptional circumstances in which a charge may not be incurred. This discretion applies to cancellations, transfers and non-attendance, as listed above. Exceptional circumstances could include serious illness or injury, death in family, natural disaster or financial hardship.

## **6. Not Yet Competent**

Participants who are deemed 'Not Yet Competent' after an assessment are not eligible for a refund. Depending on the course, participants may be able to re-sit the course or assessment at no charge. This will be determined at the discretion of the Director of Operations, Director of Technology, Products and Systems, the Training Services Manager, or delegated team member.

## **7. Course Cancellation (Initiated by AVELING)**

AVELING reserves the right to cancel any course if insufficient registrations are received. Should this occur, those who registered will be notified and their course fees refunded in full or transferred to another course. AVELING will not be liable for any claims arising from course cancellation.

## **8. Unacceptable Behaviour**

AVELING reserves the right to counsel and in extreme circumstances refuse any person from continuing the course if they display inappropriate or disruptive behaviour.

AVELING personnel will in the initial instance advise the individual of the inappropriate behaviour which could include but is not limited to disruptive individuals, anyone displaying a reluctance to participate or anyone attempting to encourage other participants into obstructive behaviour. If following such counselling, the individual continues their disruptive behaviour, they will be formally warned. If after this such behaviour continues, they shall be asked to leave the course.

If an individual is abusive, appears under the influence of banned substances or threatens other students or AVELING personnel they will be removed from the course and may be asked to leave the premises.

For a person booked onto a course by a company, the company will be contacted and advised if a participant is asked to leave a course and the reason for the action.

## **Policy – Online Courses**

### **1. Cancellations or Variations**

All cancellations or variations to course bookings must be received in writing. A refund will be offered at the discretion of the Director of Technology, Products and Systems, Director of Operations, or delegated team member.

### **2. Assurance Audit Failure**

No refunds will be given if a participant fails to participate in an audit to its successful completion.

### **3. Payment**

Course completion and acknowledgements may be withheld by AVELING until the full course payment is received.

### **4. Exceptional Circumstances**

AVELING aims to be flexible and accommodating with all procedures and recognises that in some cases there are exceptional circumstances in which a charge may not be incurred.

### **5. Not Yet Competent**

Participants who are deemed 'Not Yet Competent' after an assessment are not eligible for a refund. Depending on the course, participants may be able to re-sit the course or assessment at no charge. This will be determined at the discretion of the Director of Technology, Products and Systems, the Training Services Manager, Director of Operations, or delegated team member.

## **Decisions affecting course cancellation or the calculation of a refund**

In the event that a participant or client is dissatisfied with the outcome of a refund request, the AVELING Complaints and Appeals Policy can be accessed at any stage.

## **Related Legislation and Documentation**

- AVELING Pre Course Information (<https://www.aveling.com.au/library/resources/pre-course-information/>)
- TMS-PRO-004 Behaviour Standards for Participants & Conflict Resolution Process
- RTO-POL-001 Complaints and Appeals Policy V2.1

## **Definitions**

Assurance Audit – an audit completed by participants completing Nationally Recognised Online courses to verify identification and ensure the participant did the course themselves