

# Cancellation and Refund Policy

## Purpose

The purpose of this policy is to provide information on 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 are responsible for ensuring that this policy is followed.
- Participants are responsible for advising AVELING if they need to transfer or cancel a course.

## Definitions

Assurance Audit – an audit completed by participants completing nationally recognised online courses to verify identification and ensure the participant completed the course themselves. Assurance audits form part of the assessment for the course.

Working Days – defined as Monday to Friday (excluding weekends and public holidays).

## Associated Documentation

Document Reference	Document Title
RTO-POL-008	Pre-course Information
TMS-PRO-004	Behaviour Standard for Participants & Conflict Resolution Process
RTO-POL-001	Complaints and Appeals Policy

## Policy

### 1. Notification of cancellation or transfer

All cancellations, transfers or variations to face to face course bookings must be received in writing by emailing [training@aveling.com.au](mailto:training@aveling.com.au).

All cancellations or variations to online course bookings must be received in writing by emailing [support@aveling.com.au](mailto:support@aveling.com.au).

### 2. Cancellations

Course Type	Minimum Notice Periods		
	Full Refund of Course Fee	50% Refund of Course Fee	No Refund of Course Fee
Half or Full Day Courses	2 working days'	N/A	< 2 working days'
Longer Courses (two days or more)	7 working days'	4-6 working days'	< 3 working days'
Customised Courses	Customised course fee structure and cancellation policies (if any) are outlined in the relevant organisation proposal.		

### 3. Transfers

Course Type	Minimum Notice Periods		
	No Charge	50% Charge of Course Fee	100% Charge of Course Fee
Half or Full Day Courses	2 working days'	N/A	< 2 working days'
Longer Courses (2 days or more)	7 working days'	4-6 working days'	< 3 working days'

Once a transfer has been made, any further transfers will be at the discretion of AVELING Management.

### 4. Substitutions

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

### 5. Non-attendance

If a participant fails to attend a course, no refund will be payable. Participants need to be aware that leaving a voicemail message on an AVELING answering service, outside of business hours 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. However, the participant 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, but a course transfer may be granted at the discretion of the Administration Manager.

## **6. Exceptional Circumstances**

AVELING aims to be flexible and accommodating and recognises that in some cases there are exceptional circumstances where 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.

## **7. RPL**

Individuals applying for RPL are not eligible for a refund after they have submitted their evidence.

## **8. Not Yet Competent**

Participants who are deemed 'Not Satisfactory' 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 one of the Directors, or a delegated team member.

## **9. Assurance Audit Failure**

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

## **10. Payment**

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

## **11. Course Cancellation by AVELING**

In the event that AVELING, or any third party delivering training and assessment on its behalf, closes, cancels, or ceases to deliver for any reason, a course or part of a course that a participant is enrolled in, a refund of fees paid for services not provided will be given to the participant by AVELING. Participants who have already been assessed as competent for some units will be issued a Statement of Attainment for these units and the costs of issuing the Statement(s), including training, assessment and administration fees, will be deducted from the refund total.

AVELING also 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 they will be transferred to another course. AVELING will not be liable for any claims arising from course cancellation.

## **12. Unacceptable Behaviour**

As per the Behaviour Standard for Participants and Conflict Resolution Process, AVELING reserves the right to counsel and in extreme circumstances refuse any person from continuing the course if they display inappropriate or disruptive behaviour or are found to have plagiarised an assessment.

AVELING personnel will, in the initial instance, advise the individual of any 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 participants 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.

In the instance of unacceptable behaviour or plagiarism, no refunds or transfers will be given.

## **13. Complaints**

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 time.