



Fee Policy

The purpose of this policy and procedure is for H & A Training to define the fees and refund processes for Trainees in accordance with NVR Standards for RTO's

1. Notification of Fees and Charges

- 1.1. Fees and charges are available to trainees, prospective Trainees and the general public at all times
- 1.2. Fees and charges are also notified to the Trainee at time of application acceptance through the appropriate documentation.
- 1.3 All fees are payable before the issuance of Certificates/Statements of Attainment
- 1.4. All fees payable, clearly describing all costs involved with the course including any incidental fees
 - How fees can to be payed
 - When fees must be paid
 - Certificate re-issue fee

2. Fees and Charges

- 2.1 Course fees will be notified at time of booking
- 2.2 Cancellation fees of \$20.00 may apply

(Only applies if a student withdraws from a course, prior to course commencement)
- 2.3 Re-Printing of Certificates/Statements of Attainment \$10.00

(Per certificate or Statement of Attainment)

3. Refunds

- 3.1 If a Trainee withdraws from a course, at any time prior to courses commencement, a full refund of paid tuition fees is applicable, minus a \$20.00 non-refundable cancellation fee.
- 3.2 If your course is cancelled at any time prior to course commencement, we will refund all fees and charges.
- 3.3 In the event of your course being cancelled by us, the Trainee may attend another class with prior arrangements in place



3.4 Special consideration can be requested if one of the following event applies:

- Medical condition preventing the Trainee from continuing the course
- Personal circumstances preventing the Trainee from continuing the course
- Natural disasters preventing the Trainee from continuing the course

4. Requests for refund of fees

4.1 Application for a refund of course fees in accordance with this Policy must be made in writing on the 'refund request' form available from the Trainer.

4.2. You must state reasons for the request of a refund

4.3. We will review your application within 5 business days from the date in which the refund form is received.

4.4. We will communicate our final decision to you within 10 business days from the date in which the refund form is received.

4.5. If the Refund is approved, we will pay the approved refund amount within 4 weeks of receiving the written request.

5. Appealing refund decisions

5.1. Trainee's are referred to the Complaints and Appeals Policy and Procedure available from the Trainer if they wish to appeal the decision about the Refund.

6. Supporting Documents

Documentation which supports the implementation of this policy & procedure includes:

- Refund Register
- Refund Application Form
- Appeals Complaints and grievances Policy
- Appeals Complaints and grievances Procedure
- Complaints and Appeals form

7. Approved Refunds

7.1. H & A Training has the right to terminate all qualifications once a refund is approved. The trainee will be notified of this outcome.



H&A Training

ABN 66612948197
PO Box 2085,
Elmore Vale 2287
Ph: 02 4955 8084
firstaid@hatraining.com
www.hatraining.com
RTO Number: 90871

Refund Request Form

Trainee Name			
Postal Address			
Suburb		Postcode	
Email			
Course			
Reason for Request			
Declaration	I have read and understood the refund policy, The information I have provided is true and correct.		
Signature		Date	
Original Receipt #		Date of Receipt	

Office use only		
Amount to be refunded	\$	
Approved by Accounts Signature		
Type of payment	<input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card reimbursement <input type="checkbox"/> Debit Card reimbursement <input type="checkbox"/> EFT <input type="checkbox"/> Direct Deposit	Date Paid

Refund entered into Accounts System	YES / NO	Date:
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