

Training Fees, Refunds and Cancellations Procedure

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Document Owner	Training Manager
Document Approver	Director Commercial Services
Signature	<i>C Southam</i>

1. Purpose

To ensure a fair and consistent approach to fees, refunds, and cancellations for First Aid Training in line with the Consumer Guarantees and Standards for Registered Training Organisations (RTO's) 2015.

2. Scope

This procedure applies to all St John Ambulance Australia (NT) Inc. (ST John NT) First Aid Training across the Northern Territory.

3. Definitions

RTO – Registered Training Organisation.

RPL – Recognition of Prior Learning.

4. Roles and Responsibilities

The responsibility for amending this procedure rests with the Training Manager

5. Procedure

Publication of Fees and Refund Information

1. The Training Manager will ensure that all the course fees and the refund policy are published in the course information available to participants prior to enrolment.
2. The Training Manager will ensure that all participants are informed of the fees and refund policy prior to enrolment, irrespective of how the enrolment is taken (phone, online).
3. If a company or organisation has a contractual agreement with St John NT to deliver training, the Training Manager will ensure that the fees and refund policy is included in the contract.

Course Cancellation

4. The Training Manager / administration team will inform all affected participants of the course cancellation and take the time to process their refund of fees.
5. The Training Manager / administration team will request the Accounts Department to process refunds of all participant fees paid as quickly as possible.

Company application for a refund

6. To request a refund, a company must apply in writing stating why a refund should be made. A copy of the receipt of the amount paid must accompany the request.
7. The administration team will determine if any refund is payable, and if applicable, request approval from the Training Manager and request the Accounts Department to process the refund as soon as possible.
8. A refund will only be made to the company that made the original payment.

Fees in excess of \$1500

9. The accounts department will arrange for all fees paid by individuals, in excess of \$1,500, be received prior to the course start date and be transferred to the Fees in Advance trust account.
10. On the day the course starts, the Accounts department will transfer all fees paid in advance for participants enrolled in the course to the operating financial accounts.

Recognition of Prior Learning

11. The Training Manager / administration team will advise the participant of the fees payable for RPL prior to the participant undertaking the RPL processes that incur a fee.

Refunds

12. A full refund will be given where notice to cancel is given by the enrolled participant at least 7 business days prior to the course start date.
13. A full refund will be given where St John NT fails to provide the agreed course.
14. A 50% refund will apply where notice to cancel is given by the enrolled participant not less than 3 and not more than 6 business days prior to the course start date.
15. No refund will be given where notice to cancel is given by the enrolled participant less than 3 business days prior to the course start date.
16. No refund will be given where a learner fails to attend a course and has not previously notified St John NT.

Course Transfer Procedure

17. No transfer fee will apply where a minimum of 7 business days' notice requesting a transfer is given prior to the course start date.
18. A booking may only be transferred a maximum of two times and only be transferred by the participant enrolled in the course or the person that made the original booking.
19. A transfer fee may apply where a transfer is requested less than 7 business days prior to the course start date.

Exceptions

20. An exception to this procedure may be applied at the sole discretion of St John NT where the person is able to show a good cause for non-attendance. Good cause for this purpose includes, but is not limited to, presentation of a medical certificate, or unanticipated change to work commitment with employer confirmation.

6. Review

Procedure to be reviewed every 2 years unless requiring updating prior in line with any policy updates.

7. Associated Documents

21. Consumer Guarantees <https://www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees>
22. Standards for Registered Training Organisations (RTO's) 2015 <https://www.asqa.gov.au/standards>

8. Policy contacts and further information

Training Manager – training@stjohnnt.asn.au

9. Acknowledgement

To declare that you have read, fully understand and will comply with this policy, hold down the Ctrl button and [click here](#). This will open an email, which you then need to send.

Do not add any comments to the email as they are lodged electronically and will not be opened or read.