

Refund Policy & Procedure

1. Policy

This policy provides all staff and students information on the ability to apply for a refund of tuition fees in some circumstances.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration and the following procedures followed in assessing the application.

All refund information is made available to students through the enrolment process and is included on the 'Enrolment Form' that the student signs prior to acceptance into a course of study with Survive First Aid Pty Ltd and money accepted from a student.

2. Procedure

2.1 All 'refunds' are to be signed off by Student Administration and applications processed within Fourteen (14) days of the application being placed.

2.2 Refunds due to non delivery of course by Survive First Aid Pty Ltd

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

Survive First Aid Pty Ltd may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Survive First Aid Pty Ltd will not be liable to refund the money owed for the original enrolment.

2.3 Refunds based upon student application

All applications for refund must be made in writing by way of the 'Application for Refund' form (Appendix A) and submitted to Student Administration.

Please note where the student breaches the Survive First Aid Pty Ltd Policies and Procedures no refund is payable.

Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

Applications for refunds are to be processed by the Student Administration within 14 days from the date of application.

2.4 Outline of Refunds

The assessment of refund applications will be granted as indicated below:

Refund Reason	Refund Status
Student withdrawal 7 days or more prior to commencement date of course	Full refund
Student withdrawal within 7 days of the commencement of the course*	50% of total fees refund
Student withdrawal following commencement date*	No refund
Course withdrawn by Survive First Aid Pty Ltd	Full refund
Survive First Aid Pty Ltd is unable to provide the course for which the original enrolment and payment has been made	Full refund

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation.

2.5 Appealing Refund decisions

- All students have the right to appeal a refund decision made by Survive First Aid Pty Ltd. Students wishing to access the Complaints and Appeals Procedure from Survive First Aid Pty Ltd should contact the Student Administration Department.
- This policy and the availability of complaints and appeals processes, does not remove your right (the student) to take action under Australia's consumer protection laws.
- The Survive First Aid Pty Ltd dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

2.6 Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that you provide to Survive First Aid Pty Ltd, or that Survive First Aid Pty Ltd collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

Appendix A

Application for Refund

Date: _____

Course: _____

Full Name: _____

Address: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for the course described above and my reasons for applying for a refund are:

Please Tick Box	Refund Reason	Type of refund
<input type="checkbox"/>	Student withdrawal 7 days or more prior to commencement date of course	Full refund
<input type="checkbox"/>	Student withdrawal within 7 days of the commencement of the course*	50% of total fees refund
<input type="checkbox"/>	Student withdrawal following commencement date*	No refund
<input type="checkbox"/>	Course withdrawn by Survive First Aid Pty Ltd	Full refund
<input type="checkbox"/>	Survive First Aid Pty Ltd is unable to provide the course for which the original enrolment and payment has been made	Full refund

***Please note where the student breaches Survive First Aid Pty Ltd Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.**

Student Signature: _____

Date: _____