



POLICY NAME	Fees, Cancellations and Refund Policy			POLICY NO.	2024.2
EFFECTIVE DATE	24/01/2024	DATE OF LAST REVISION	24/01/2024	VERSION NO.	1
ADMINISTRATOR RESPONSIBLE	Sarah Burnett		CONTACT INFORMATION	admin@aota.com.au	
APPLIES TO Apply group names to define applicable areas of staff.					
GROUP 1	Trainers and Assessors	GROUP 2	Administration Staff	GROUP 3	Directors and Managers
GROUP 4	Students	GROUP 5		GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Sarah Burnett		Initial publication	Sarah Burnett

APPROVAL AND REVIEW

ADDITIONAL NOTES

SCOPE

This policy outlines All High Risk Training Pty Ltd (AHRT)'s approach to managing fees, course and booking cancellations and refunds. The policy is designed to be fair and equitable to all students/learners and organizations that work with AHRT, It also supports compliance with clauses 5.5, 5.37.3 and schedule 6 of the Standards for Registered Training Organisations 2015

POLICY STATEMENT

This policy is intended to inform students and personnel of All High Risk Training about their rights and obligations under bookings, cancellations and refund policy.

AHRT charges fees for the delivery of training courses and products that it delivers. These courses may or may not be accredited courses under the national VET system. All tuition fees and charges are published in advertising and marketing material or can be found by contacting the office on 42068378.

AHRT ensures that fees that are paid in advance are protected and able to be quickly refunded if necessary. AHRT will not collect more than \$1500 from a student before the course commences. If your course is more than \$1500 then we will only collect \$1500 and the remainder will be due on day 1 of training.

TERMS AND DEFINITIONS

[illegible]

POLICY SECTIONS

Course Fees Inclusions and Exclusions

AHRT course fees includes all course materials and access to the required equipment and plant to complete the course. It also includes the issuance of the Statement of Attainment at the successful completion of the course. It does not include:

- PPE
- Additional resources that may be recommended
- Any re-assessment of a National Assessment Instrument
- Administrative costs associated with cancellations
- Access to any hardware or software that maybe required to complete the course

Payment Terms

Once an invoice has been issued payment is due on the first day of the course, unless previously approved by the CEO. At the time of the booking a \$250 booking fee will be taken to confirm booking. This fee is then deducted from the cost of the course.

Company accounts may apply for special consideration and trading terms. This can be done by contacting the office on 42068378.

Cooling Off Period

Learners are entitled to a cooling off period when enrolling in a course. They can cancel the course with no penalty as long as it is 5 business days before the course commences.

Cancellations, Rescheduling and Refunds

AHRT is committed to ensuring students are not placed under any undue financial pressure and understand that circumstances arise beyond peoples control that may result in a cancellation.

Situation	Refund Policy
Cancellation or reschedule more than 7 days prior to the course commencing	Full refund of any monies paid
Cancellation less than 7 days prior to course commencing	No refund of any monies paid
Rescheduling less than 5 days prior to the course	No refund of \$250 deposit
Failure to attend course	No refund of \$250 deposit

Appeals

Learners and clients have the right to appeal against any decision made under this policy. Appeals must be made in line with the Complaints and Appeals Policy found on the AHRT website.

Policy Updates

This Policy may change from time to time and is available on our website.

EXCEPTIONS

Describe exceptions here.

RELATED POLICIES AND OTHER REFERENCES

Standards for RTO’s 2015 <https://www.asqa.gov.au/rtos/users-guide-standards-rtos-2015>
AHRT Complaints and Appeal Policy

ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
CEO	Authoring and updating
CFO	Publishing on the internet
Administration Manager	Ensuring all personnel are informed

CONTACTS

List contacts in the table.

SUBJECT	CONTACT	PHONE	EMAIL
CEO	Sarah Burnett	42068378	admin@aota.com.au
CFO	Nigel Burnett	42068378	info@aota.com.au
Administration Manager	Robin Lore	42068378	robin@aota.com.au