

FEES AND REFUND POLICY

COURSE PAYMENTS AND CONFIRMATION

- To ensure a place in a course, all invoiced fees must be paid in full upon enrolment in the course unless alternative payment terms have previously been agreed between the parties. We will not invoice more than \$1,000 in advance of the training course commencing.
- All pre-paid fees will be held in a separate trust account until such time as the course has commenced, or a refund applies.
- Adelaide Training and Employment Centre Inc. (ATEC) will maintain a tuition assurance scheme to safeguard students in the event of it becoming insolvent and unable to return fees that have been paid in advance. The tuition assurance scheme will source and pay for similar training to allow the effected participants under this condition to complete their studies without further financial burden. However if the student cannot be placed, the tuition assurance will make refunds.
- Courses will only be run subject to minimum class requirements being met.
- Clients will be notified one week prior to the proposed commencement date to confirm the course details by way of a course confirmation letter. If a client is enrolled in the course within one week of the proposed commencement date the course confirmation letter may be faxed or emailed if requested by the client.
- For organisations working under a purchase order system, the booking will not be confirmed until a purchase order number has been provided.
- The issuance of a qualification or Statement of Attainment may be withheld until all fees are paid.

TERMS AND CONDITIONS

- To confirm course enrolment, ATEC must receive payment of invoiced fee(s) in full prior to commencement unless alternative payment terms have previously been agreed between the parties.
- Where the student is legally responsible for payment and their account exceeds the terms of payment, training may be withdrawn and/or interest charged. In some circumstances results and/or statements of attainment/certificates may be withheld until payment is received in full. After undertaking every effort to recover outstanding monies, the account will be sent to a Debt Collection Agency for recovery.

Transfers

- A full credit will be given for the first and second transfers up until 10 business days prior to commencement of the course.
- If the client wishes to transfer less than five business days prior to the course commencing an administration fee of 10% (+GST) of the total course fee will apply.
- Course fees shall be forfeited if the client transfers from the course a third time regardless of the notice given.
- Transfers must be re-booked within 12 months of the original course date and for a course date that occurs within that 12 month period.

Note: In all instances, every effort shall be made to re-schedule training to a mutually convenient time to both ATEC and the client.

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Cancellations

- If ATEC cancels a course, wherever possible the client will be notified at least one week prior to commencement. A full refund of all fees paid will be processed within 14 days of cancellation.
- If ATEC is unable to fulfil its contract with the client, a refund for the proportion of fees paid by the client for which services were not received will be processed within 14 days of confirmation of contract cancellation.

Postponements

- If the course is postponed the client may request that their fees are returned or held until the course commences.

Withdrawals

- If a client withdraws from a course 11 or more business days prior to course commencement, a full refund will be processed within 14 days of notice of the withdrawn enrolment.
- If the client wishes to withdraw between 5 and 10 business days prior to commencement of the course, a cancellation fee of 20% (+ GST) of the total course fee will apply and, where applicable, a refund of the remainder of course fees paid will be processed as a refund within 14 days of notice of the withdrawn enrolment.
- There will be no refund if the client withdraws:
 - i) within 5 business days prior to the commencement of the course, unless exceptional circumstances can be clearly substantiated; to which a refund may apply at ATEC's discretion; or
 - ii) from the course after it has commenced.
- If a client is deemed Not Yet Competent upon completion of a course further costs will be applicable for any additional training.

Additional Fees

- Refer to ATEC Fee Schedule available on the ATEC Website for all additional fee information.

Fee Complaints/Disputes

- Any complaints or disputes regarding refunds are to be referred to the Training Manager for handling in accordance with our Client Complaints Resolution Procedure (SUP-PRO-DOC-010.1); a copy is available on the ATEC Website.

Lynne Austin
CHIEF EXECUTIVE OFFICER