



Withdrawal & Refund Policy

Background

The student withdrawal and refund policy is covered in clause 14.1 of our [Code of Practice](#). You can obtain a copy of our Code of Practice from our website.

Policy Statement: Withdrawals and Refunds

Our course withdrawal and refund policy is show below:

- No refunds will be issued once the student has commenced the course
- Any enrolment cancelled prior to two (2) working days of course commencement will incur a fee of 10% or \$20 (whichever is the greater) of the course cost. It is regrettable that no refund can be made if written advice is not received prior to this timeframe.
- No refund will be offered to an enrolment cancelled within two (2) working days of the course commencement.
- Any course not attended with prior notification within the timeframes above will forfeit all payments made.
- In the event that we cancel a course, you will be offered a refund, or you may elect to transfer to another course at no cost.

How to Transfer to another Course

Please contact our training service staff via telephone on (07) 3823 2823 during normal business hours and discuss how we can assist re-schedule your training course.

How to obtain a Refund

- Please contact us via telephone on (07) 3823 2823 during normal business hours.
- You may be asked to download and print the [Refund Request Form](#).
- You will be required to return (at your cost) all manuals and workbooks, failure to return these in good condition may result in you being charged the cost price of these materials.
- We will make our decision within 30 days of your request in writing.

Severe hardship or exceptional circumstances

Please contact us and explain your circumstances to us. Please note that we may need to confirm your position (i.e. provide evidence) prior to our decision being made.

Require Further Information

Please contact us on (07) 3823 2823 during normal business hours to discuss.

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Code of Practice

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