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STUDENT REFUND POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

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REFUND AVAILABILITY

All refunds must be requested in writing by completing a refund form (available within enrolment email or through our website: FAQs>Forms) and then confirmed by our administration staff at info@factadelaide.com 3 or more business days prior to course start date and start time.

Effective date for transfers or cancellations is the date and time of your email to our nearest business hour not the time you sent it. Weekend, after hours and public holiday emails and phone calls will not be answered outside normal trading hours which are as follows: 08.30AM-04.00PM Monday to Friday. Our phone messaging system is not monitored, please use our enquiry form on website or email us at info@factadelaide.com

A refund may not be granted if the student fails to comply with all relevant terms and conditions. The student has the right to appeal the decision if they can supply additional evidence. All new evidence will be considered, and a decision will be made. The student will be notified of that decision via email.

Refunds will not be granted if any student is removed from the premise for any reason no exemptions, these reasons include but are not limited to:

- a. Disruptive and/or destructive behaviour
- b. Aggression towards staff or other students
- c. Using smart devices to cheat or translate

A refund will not be granted if the student provides false information in their booking and/or enrolment process. Students that are unable to provide sufficient evidence on the day that they are permitted to take part in the training will not be entitled to a refund.

STUDENT REFUND GRANTED

When a student cancels a course and requests a refund a review will be conducted and to ensure the request meets all terms. When the refund is granted, the refund will be returned using the following means.

- EFT refund which is paid into supplied banking details
- Cash refunds can only be made if the training was paid by cash. Student is required to attend the training location and notify FACT Adelaide when they will attend as no cash is kept on premises
- Refunds will not be given to a third party without the written consent of a student's legal representative
- Where students have booked and paid and the pre-study has been issued for 24 hours or more, a partial refund will apply subject to the refund policy statement below regarding no refunds payable. This covers the cost of training and assessment materials that have been issued to the student.

STUDENT REFUND NOT GRANTED

Refunds may not be granted if a student:

1. Fails to provide sufficient notice for cancellation and/or failure to attend (this includes late arrivals)
2. Is found damaging company property
3. Is found to be disruptive, abusive or aggressive towards FACT staff or students
4. Provides false information in their booking and/or enrolment process
5. Fails to comply with all relevant terms and conditions

If a student refuses to leave in a timely manner, when requested, FACT staff may notify authorities. These students will not be permitted to return. Students who do not complete the full day training will not be issued with a statement of attainment.

The student has the right to appeal the decision if they can supply additional evidence. All new evidence will be considered, and a decision will be made. The student will be notified of that decision via email.

CANCELATION OF CLASS BY FACT ADELAIDE

If in the unlikely event FACT is required to cancel a scheduled course(s), with under 5 Business Days' Notice the following terms apply:

1. Full refund in accordance with the refund policy
2. Transfer to any course of the same value at no cost to the student
3. A refund will automatically be granted

If a course(s) is cancelled where a student had previously indicated that they were unable to attend, the refund is not supplied.

Where FACT provides more than 5 Business Days' Notice, the following terms apply:

1. Transfer to any course of the same value at no cost to the student
2. No refund will be granted

CANCELLATION FEES

An administration fee of \$22 will be deducted from the original payment made. Less than 3 business days' notice: no refund permitted.

RESCHEDULING FEE:

A rescheduling fee of \$10 per person applies. Less than 3 business days' notice: No rescheduling permitted.