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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.

Allan Bartlett

FACT Policy 13.0

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Refund Availability

All Cancellations/Refunds must be requested in writing by completing a refund form (located under FAQ tab) 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 receipt by our office administration staff within First Aid Certification and Training business hours NOT the time you sent it. Please appreciate our staff although they work long hours, they do not operate 24 hours a day, 7 days a week. After hours, public holiday and weekend emails and phone calls will not be answered outside normal trading hours which are as follows: 09.00AM-05.30PM Monday to Friday.

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.

- Securepay direct refund which is paid directly back to card making the purchase.
- Cash refunds can only be made if the training was paid by cash. Student is required to attend the training location; student is required to notify FACT Adelaide when they will attend. No cash is kept on premise and to ensure funds are available notice is required.
- Refunds will not be given to a third party without the written consent of a student's legal representative and will only occur in exceptional circumstances (e.g. death of the student).
- Where a student notifies FACT Adelaide with a minimum of 3 working days notice. Working days do not include weekends or public holidays.

Student Refund Not Granted

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.

A refund will not be granted if the student provides false information in their booking and/or enrolment process.

Any student that enrolls in a course that is provided by FACT Adelaide that declares they are not on a student subclasses 500 visa will not be permitted to take part in the training and no refund will be provided.

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.

Late Arrivals

Refunds will not be given to students that arrive late no exemptions, please refer to the code of conduct policy.

Damage to Company Property

Any student that is found damaging company property will be removed from the premise and will not be permitted to return, no Statement of Attainment will be provided. No Refund. They will also be issued with an invoice for any repairs or replacements required as a result of their destructive behaviour.

Disruptions in Class:

Any student found to be disruptive, abusive or aggressive to either staff or another student will be asked to leave, if the student refuses to leave in a timely manner FACT Adelaide (First Aid Certification and Training) may call the authorities.

Cancellation of Class by FACT Adelaide:

If in the unlikely event the training provide cancels the scheduled courses the following terms apply.

- Full refund in accordance to the refund policy
- Transfer to any course of the same value at no cost to the student

A refund will be granted if the course is cancelled, the student will not be required to reapply for the refund.