

## Cancellations and Fee Refunds Policy

Course payment can be made online (PayPal or Credit Card), Cash, Credit Card (Via Phone or on day of training, if agreed upon by ATA).

ATA will safeguard all fees paid for training and assessing. The RTO will protect fees paid in advance by electronically recording as a liability to the business until the training has been completed.

Where student fees are collected in advance and fees are in excess of \$1000 Alibi Training Australia will invoice each individual student no more than \$1000 prior to the commencement of the course. Following course commencement, Alibi Training Australia will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student will not exceed \$1500.

- All short courses and workshops require payment to secure enrolment placement prior to course commencement.
- For courses listed: - (Apply First Aid; CPR; Low Voltage Rescue), payment on day of training is acceptable only with prior approval.
- Should a **Cancellation of Enrolment** be advised more than 5 working days prior to the course, the student will be automatically enrolled into a future equivalent course, or may request a full refund?
- Should a **Cancellation of Enrolment** be advised within 3 - 5 working days prior to the course, no refund is applicable. The full fee will be credited towards other Alibi Training Australia training programs and must be used within 12 months by the enrolled student or nominated and approved substitute or it will be forfeited.
- When a **NON-ATTENDANCE** occurs (i.e. the course has started, and no notice was given) **NO REFUND** or **TRANSFER** is applicable and the entire cost of the course will be due and payable in full.
- All **Course Cancellations** must be received by Alibi Training Australia in writing to [admin@alibitraining.com.au](mailto:admin@alibitraining.com.au). Students are urged to contact the RTO if they have not received a '**Confirmation of Cancellation**' within 24 hours of sending the notification to cancel.
- Enrolment is accepted on the basis that the RTO will not be held liable for costs incurred due to course cancellation. The RTO endeavours to give notice as early as possible of any course changes.
- Course dates and fees are subject to change without prior notice.
- Students who have a complaint with the application of the cancellation and refund policy may take action in accordance with the Complaint and Appeal Procedure.
- Alibi Training Australia will safeguard all fees paid for training and assessing. The RTO will protect fees paid in advance by electronically recording as a liability to the business until the training has been completed.
- The cost of the certificate, Statement of Attainment and/or Statement of Attendance is included in the course fees. If requested a soft PDF Copy is available at no cost.
- Replacement of Hard Copy qualifications may incur a \$30.00 fee.