

## **FEES AND REFUND POLICY**

### **Course Payments and Confirmation**

To ensure a place in a course, fees must be paid in full upon enrolment in the course unless alternative payment terms have previously been agreed between the parties. All pre-paid fees will be held in a separate trust account until such time as the course has commenced, or a refund applies.

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 in full prior to commencement unless alternative payment terms have previously been agreed between the parties.

#### ***Adelaide Training and Employment Centre Inc (ATEC):***

##### Cancellations

If ATEC cancels a course, the client will be notified one week prior to commencement. A full refund of all fees paid will be processed within 14 working days of cancellation.

##### Postponements

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

##### ***Client:***

If the client wishes to withdraw between 5 and 10 working days prior to commencement of the course, a cancellation fee of 20% (+ GST) of the total course fee will apply.

There will be **no refund** if the client withdraws within 5 working 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.

There will be **no refund** if the client withdraws from the course after it has commenced.

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

### **Transfers**

A full credit will be given for the first and second transfers up until two weeks prior to commencement of the course.

If the client wishes to transfer less than one week 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.

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

### **Additional Fees**

Additional fees apply to requests for the following:

Re-issue of Statement of Attainment (per Statement)

Re-issue of Certificate (Parchments) (per Certificate)

Re-issue of Forklift License (refers to Forklift Licenses issued by ATEC prior to 01-09-10)

Re-issue of White Card (per White Card)

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**Lynne Austin**  
**CHIEF EXECUTIVE OFFICER**