

### Policy

ABC Training and Consulting collects fees for the provision of training services, in the majority of cases these fees are paid by the employer of the student. In some cases fees are subsidised by Government funding, this funding varies depending on the state the training is conducted, which qualification the student is undertaking and certain eligibility criteria being met.

Detailed information of all applicable fees and charges for different qualifications and information pertaining to Government funding in each State / Territory is available on our website: [www.abconsulting.edu.au](http://www.abconsulting.edu.au). Other information pertaining to the payment of fees is published in our Student Handbook which is available via our website and also sent to students at the time of enrolment enquiry.

Employers (and in some cases individual students) are required to sign a Training Proposal document prior to commencing enrolment with ABC Training and Consulting. This document lists all applicable fees and charges, outlines the Terms & Conditions and collects information to ensure correct invoicing.

ABC Training and Consulting safeguards fees paid in advance for training and assessment, and will refund fees in the following circumstances:

1. Cancellation of the program by ABC Training and Consulting
2. Unconditionally, where the candidate who withdraws is indentured under a contract of training (state funded enrolments)
3. Conditionally, where the candidate participates on a fee-for-service basis, and can show good cause: Medical grounds; Family bereavement; Other extenuating circumstances at the discretion of ABC Training and Consulting's CEO.

ABC Training and Consulting will ensure the provision of full refunds to the trainee (or their employer, if fees were paid by them) for any student contribution fees charged for training delivery provided training had not commenced at the time of the cancellation of enrolment. Where the candidate withdraws after participation, fees will be refunded proportional to the level of service provided. If ABC Training and Consulting is unable to provide the agreed training services a refund will be offered for any fees paid.

### Procedure

- Upon initial training enquiry, if the client (employer or individual student) is new to ABC Training and Consulting an Expression of Interest form and Training Proposal will be emailed.
- Enrolment/s commence once the signed Training Proposal is received back from the client. Fees are scheduled at the time of enrolment. Instalment amounts will not exceed \$1,500. Schedule intervals are approximately every two months until such time as all fees are paid.
- Invoices are emailed to the designated employer contact person. Invoices have a two week window for payment.
- An employer or a student can request a refund by contacting ABC Training and Consulting in writing via email: [info@abconsulting.edu.au](mailto:info@abconsulting.edu.au). ABC Training and Consulting administration staff will respond within two (2) business days acknowledging receipt of the refund request.
- Refund requests will be processed according to the refund policy stipulated above. Refunds will be finalised within thirty (30) days and funds deposited back into the client's bank account by electronic funds transfer.
- ABC Training and Consulting will send a confirmation of the refund, outlining the amount refunded and providing an explanation if only a partial refund was granted. If a client is not happy with the refunded amount they can follow our Complaints and Appeals policy.