

Purpose:

It is a requirement that ABC training and Consulting has a refund policy in place to protect student fees

Objectives:

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 (state funded and fee for service enrolments)
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.

(a) Examples of good cause:

Medical grounds

Family bereavement

Other extenuating circumstances

At the discretion of ABC Training and Consulting's director.

(b) The amount of refund will be determined as follows:

Fees (for tuition and student support services) will be refunded in full when the candidate (whether subsidised or full fee-for-service) has 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.

A student can request a refund by contacting ABC directly in writing. A student will be contacted in due course once their refund request has been received.

If a student is not happy with the refund they are expecting, they can follow our complaints and appeals process.

Any approved refunds will be processed within 30 days of receiving the request from the student.