

FIRST AID/CPR CANCELLATION AND REFUND POLICY

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RTO: 31894

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Objective

To provide a transparent and fair cancellation and refund policy for learners and clients that complies with Clause 5.3 of Standard 5 of the Standards for Registered Training Organisations (RTOs).

Policy

National Health & Fitness Academy (NHFA) respects each learner's consumer rights. This policy ensures that all learners are treated fairly and are provided with the Cancellation and Refund Policy prior to the commencement of training.

The Cancellation and Refund Policy is available publicly within our Participant Handbook on our website.

www.nhfa.edu.au

NHFA reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. In the event this was to occur, a learner can choose to have their course fee fully refunded or rescheduled to a new training date without penalty.

Payment of Course Fees

- Course fees are payable at the time of booking by Credit Card (Visa, MasterCard, AMEX)
- Payment will be considered received once funds have cleared NHFA's bank account.
- A Statement of Attainment will not be issued until full payment has been received.

Cancellation & Refunds

- All refunds will incur an Administration Fee regardless of time given. (See Table of Fees)
- Where a learner provides a minimum of 48 hours notice prior to the commencement of training advising they wish to cancel from a booked course, a refund less an Administration Fee will be payable to the payee.

Refunds will not be issued when:

- A learner cancels their training within 48 hours of the commencement of training.
- A learner changes their course type within 48 hours of the commencement of training. The balance of course fees (if applicable) are payable at the time of amendment.
- A learner does not attend a booked course (no-shows).
- A learner does not complete the course once they have commenced. This includes the online learning and assessment component of express courses.
- A learner has commenced/completed and or failed the pre-course online assessment in preparation of face-to-face training.
- A learner simply changes their mind within 48 hours of the commencement of training.

All refund requests must be submitted in writing to admin@nhfa.edu.au
Approved refunds less any applicable fees will be processed within 14 days from the time the learner provided written notice to cancel their enrolment.

Transferring to an alternative course date

- No additional fees will be incurred if a learner transfers to an alternative date a minimum of 24 hours prior to the commencement of the face-to-face training.
- A Reschedule Fee will be incurred if a learner transfers to an alternative date within 24 hours of the face-to-face training. The reschedule fee is due upon booking a new date.
- Bookings and payments placed on hold will only be held for a 6-month period from the notification date. After 6 months the learner's course fee will be forfeited. Course fees will be re-booked at the current advertised course rate. Additional fees may apply as course fees are subject to change.
- A learner who has completed pre-course online assessment in preparation for face-to-face training must complete the face-to-face training within four (4) weeks of the assessment completion date. Failure to complete training within this time frame will require a learner to complete the relevant pre-course online assessment again.

Late Arrival & No-Show

- No refund will be given for a non-attendance or late arrival to a booked course and 100% of course fees will be forfeited. Full course fees are payable should a learner wish to re-book.

Early Departure

- No refund is available if a participant leaves prior to completing the course/unit of competency.

Table of Fees

Administration Fee	\$12.00 inc. GST
Reschedule of Training Fee	\$22.00 inc. GST