

Training Refunds and Cancellations Policy

Applies to

Australian Breastfeeding Association (ABA) training

Definitions

| Word or Phrase | Definition |
|----------------|---------------------------------------|
| Refund | Pay back monies to clients |
| Cancellation | Of course or enrolment in to a course |
| Enrolment Fees | Non-refundable administration fee |

Principles

ABA operates as a Not-for-Profit Organisation. Any income from learner fees and contributions collected are set at the minimum required to operate training courses and administrative services.

Policy Statement

General

- Registration for any ABA training will not be considered complete until payment is received.
- Payment should be made upon registration otherwise within 28 days from the registration/invoice date.
- ABA reserves the right to cancel any training which does not achieve minimum participation, in which case all fees will be refunded.
- In this event, participants will be notified as early as possible, but at least 7 days prior to training commencement.
- No refunds will be given for printed or electronic materials that are considered to be used. Materials will be considered "used" when;
 - The client has accepted and opened the materials (either hardcopy or digital)
 - Begun their training
- Refunds will not be granted if the registrant fails to attend the training.
- This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services.

Volunteer training

- This includes the nationally recognised training and VET accredited courses.

- No tuition fees charge.
- The administration fee for enrolment is non-refundable. (NB. *includes government funded subsidised reduced admin fee and non-subsidised admin fee*)
- The branch training workshops are managed by each branch.

The terms and conditions various depend on the ability of each branch to source the venue and other resources.

Fee for service training

This includes the VET accredited courses and non-accredited training, i.e. seminar, webinar, workshop, etc.

- Entire cancellations received 21 days prior to the course/training commencement, whichever applicable:

1. For NON-VET accredited courses receive a full refund on the paid fees less \$50.00 administration fee or
2. For VET accredited courses receive a full refund on the paid fees less the non-refundable registration fees

ABA will also cancel any remaining payments that have been scheduled in respect of the course.

- Entire cancellations received between 14 to 21 days prior to the course commencement, whichever applicable:

1. For NON-VET accredited courses receive 50% of the paid fees refund less \$50.00 administration fee or
2. For VET accredited courses receive 50% of the paid fees refund less the non-refundable registration fees

ABA will also cancel any remaining payments that have been scheduled in respect of the course.

- For cancellations received after 14 days prior to the event or course, whichever applicable:

1. For NON-VET accredited courses, no refund but may be transferred to another participant or time if available or
2. For VET accredited courses no refund on the paid fees for the unit/sections of the course that have been started/attended/held but not attended. Students with exceptional circumstances for withdrawing from a course within 14 days or after commencement may apply for a credit towards future courses in lieu of a refund or for consideration of a full or partial refund.

ABA will cancel any remaining payments that have been scheduled in respect of the course.

- If course/training is rescheduled/cancelled by ABA prior to training commencement, then participants will be rescheduled to the next available course/training date. No monies will be refunded by ABA for any expenses the participant has or may incur as a result of the reschedule.
- As the service is not sold through telemarketing or door-to-door sales, cooling-off period is not applicable.

Approved by

Senior Manager Training and Education

Revision history

| Revision | Date | Description of modifications |
|----------|--------------|--|
| 1 | January 2015 | Initial policy |
| 2 | June 2015 | Updated information on fee for service training section |
| 2.1 | March 2016 | Updated information on cooling-off-period as per Australian Consumer Law |
| 2.2 | March 2018 | Information regarding refunds for VET courses further clarified |
| 2.3 | April 2020 | No changes required |
| 2.4 | May 2022 | No changes required |