

Refunds and cancellation policy

Applies to

Australian Breastfeeding Association (ABA) training

Definitions

Word or Phrase	Definition
Refund	means monies paid back to clients
Cancellation	means cessation of education program, course or enrolment into a course or registration for education program or event
Enrolment administration fees	Is the non-refundable fee paid to cover costs associated with administration of enrolment
Course tuition fees	are the fees paid for course tuition including delivery of training and assessment and may be refundable in accordance with this policy.

Principles

ABA operates as a Not-for-Profit organisation. Any income from education and training courses, programs and activities exceeding the costs of the services provided are used to support the delivery of ABA's objects. All of our fees are set to reflect operating training courses and administrative services.

Policy Statement

General

- Registration for any ABA training and education services / activity will not be considered complete until payment is received. Payment should be made upon registration, or no later than 28 days from the registration/invoice date
- ABA reserves the right to cancel any training and education services / activity which does not achieve minimum enrolment registrations, in which case all fees will be refunded. In this event, registered participants will be notified as early as possible, but at least 7 days prior to training commencement that the training has been cancelled.

- 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;
 - has accepted and opened the materials (either hardcopy or digital)
 - commenced their training
- The client has up to 10 business days prior to the event to cancel their contract with ABA from the registration / invoice date in line with the Australian Consumer Law required statutory cooling off period for the sale of goods and services.

ABA Volunteer training

This includes nationally recognised training courses.

- All courses are charged a non-refundable enrolment administration fee.
- No course tuition fees are charged for traineeships sponsored by ABA, where funding is provided by the Australian Government.
- ABA Branches are responsible for training workshops held within the Branch. The branch training workshops are managed by each branch. The terms and conditions will vary depending on the ability of each branch to source the venue and other resources.

Fee for service, education and training

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

- Cancellations received 21 days prior to the course/training commencement, whichever applicable:
 1. For NON-nationally recognised courses receive a full refund on the paid fees less \$50.00 administration fee or
 2. For nationally recognised 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.

- Cancellations received between 14 to 21 days prior to the course commencement, whichever applicable:
 1. NON-nationally recognised courses receive 50% of the paid fees refund less \$50.00 administration fee or
 2. nationally recognised courses receive 50% of the paid fees refund less the non-refundable registration feesABA will also cancel any remaining payments that have been scheduled in respect of the course.
- For cancellations received within 14 days prior to the event, course or training commencement date:
 1. For NON-nationally recognised courses, no refund, but payment may be transferred to another participant or time if available or
 2. For nationally recognised courses, no refund is available for any unit/sections of the course that have been started/attended, or was scheduled and not attended by the student.
 3. Students with exceptional circumstances for withdrawing from a course within 14 days or after commencement may apply for credit towards future courses in lieu of a refund or for consideration of a full or partial refund.
 4. ABA will cancel any remaining payments that have been scheduled in respect of the course or training.
- If course / training is rescheduled / cancelled by ABA prior to training commencement, the following conditions apply:
 1. Clients 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.
 2. If course / training is rescheduled / cancelled by ABA prior to training commencement, clients 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.

3. The exception is where the terms and conditions for registration at the education / training event include alternative arrangements in lieu of returns.
4. As ABA's training and education is not sold through telemarketing or door-to-door sales, a cooling-off period is not applicable.

Approved by

ABA Board – 27 July 2026

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
2.5	April 2024	Updated role title for Senior Manager Learning and Innovation (previously Senior Manager Training and Education)
2.6	April 2025	Updated and clarified information for clarity and currency purposes
2.7	July 2026	Updated for clarity purposes

Date last audited and currency confirmed: 21/4/2026