

## Cancellation and Fee Refund Policy

Alibi Training Australia will safeguard all fees paid for training and assessing. The RTO will protect fees paid in advance by electronically recording as a liability to the business until the training has been completed.

Where student fees are collected in advance and fees are in excess of \$1000 Alibi Training Australia will invoice each individual student no more than \$1000 prior to the commencement of the course. Following course commencement, Alibi Training Australia will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student will not exceed \$1500.

- For certified courses listed: - (Apply First Aid; CPR; Low Voltage Rescue), payment on day of training is acceptable.
- All other short courses and workshops require payment 5 working days prior to course commencement.
- Should a cancellation of enrolment be advised more than 5 working days prior to the course, the student will be automatically enrolled into a future equivalent course, or may request a full refund.
- Should a cancellation of enrolment be advised within 3 - 5 working days prior to the course, no refund is applicable. The full fee will be credited towards other Alibi Training Australia training programs and must be used within 12 months by the enrolled student or nominated and approved substitute or it will be forfeited. When a non-attendance occurs (i.e. the course has started and no notice was given) NO REFUND or transfer is applicable and the entire cost of the course will be due and payable in full.
- Course cancellations must be received by Alibi Training Australia in writing to admin@alibitraining.com.au. Participants are urged to contact the RTO if they have not received a 'confirmation of cancellation' within 24 hours of sending the notification to cancel.
- Enrolment is accepted on the basis that the RTO will not be held liable for costs incurred due to course cancellation. The RTO endeavours to give notice as early as possible of any course changes.
- Course dates and fees are subject to change without prior notice.
- Students who have a complaint with the application of the cancellation and refund policy may take action in accordance with the Complaint and Appeal Procedure.

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