

# Cancellation and Refunds Policy

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Document Owner	Director Commercial Services
Document Approver	Director Commercial Services
Signature	<i>C Southam</i>

## 1. Purpose

To ensure a fair and consistent approach to refunds and cancellations for First Aid Training.

## 2. Scope

This policy applies to all St John NT First Aid Training across the Northern Territory.

## 3. Definitions

RTO- Registered Training Organisation

## 4. Roles and Responsibilities

The responsibility for amending this procedure rests with The Training Manager.

## 5. Policy

### Refund Policy

- A full refund will be given where a notice to cancel is given by the enrolled participant at least 7 business days prior to the course date.
- A full refund will be given where St John NT fails to provide the agreed course.
- A 50% refund will apply where a notice to cancel is given by the enrolled participant not less than 3 and not more than 6 business days' prior to the course date.
- No refund will be given where notice to cancel is given by the enrolled participant less than 3 business days prior to the course date.
- No refund will be given where a learner fails to attend a course and has not previously notified St John NT.

### **Course Transfer Policy**

- No transfer fee will apply where a minimum of 7 business days' notice requesting a transfer is given prior to the course date.
- A booking may only be transferred a maximum of two times and may only be transferred by the participant enrolled in the course or the person that made the original booking.
- A transfer fee may apply where a transfer is requested less than 7 business days prior to the course date.

### **Exceptions**

- An exception to these policies may be applied at the sole discretion of St John NT where the person is able to show good cause for non-attendance. Good cause for this purpose includes, but is not limited to, presentation of a medical certificate and unanticipated changes to work commitments with employer confirmation.

## **6. Review**

Policy to be reviewed every two years unless requiring updating prior.

## **7. Associated Documents**

- Customer Guarantees <https://www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees>
- Standards for Registered Training Organisations (RTOs) 2015 <https://www.asqa.gov.au/standards>

## **8. Policy contact and further information**

Training Manager [Training@stjohnnt.asn.au](mailto:Training@stjohnnt.asn.au)

## **9. Acknowledgement**

To declare that you have read, fully understand and will comply with this policy, hold down the Ctrl button and [click here](#). This will open an email, which you then need to send.

Do not add any comments to the email as they are lodged electronically and will not be opened or read.