

Course Cancellation & Refund

This document forms part of the integrated Quality Management system

PROCEDURE:

1. Authority

PARASOL Quality Management System

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2. Purpose & Scope

PARASOL has a refund policy that is fair and equitable, and the policy is made available to all enrolled participants.

3. Definitions

All terminology in this standard is taken to mean the generally accepted or dictionary definition. PARASOL refers to PARASOL EMT Pty Limited RTO #2552.

4. Accountabilities

The Chief Executive is accountable for this procedure. Accountability includes authorising the procedure, monitoring effectiveness and performing a formal document review.

Direct reports to the Chief Executive are accountable for ensuring the requirements of this standard are implemented within their area of responsibility.

It is incumbent on the participant, prior to registering for a course to have read all the information with regard to the course requirements and ensure they are able to meet the course requirements in full.

5. Standard Requirements

5.1 Cancelled Courses

If PARASOL cancels a training course, participants are entitled to a full refund or transfer of fees to a future training course.

5.2 An enrolled participant withdraws from a course

5.2.1 If a participant who has enrolled and paid for training decides not to attend the course for any reason, the participant must notify their withdrawal from the training in writing to PARASOL.

5.2.2 Participants must apply for the refund directly by email to canberra@parasol.edu.au or mail to: Unit 17 Molonglo Mall, Fyshwick ACT 2609

5.2.3 Should a cancellation be advised **more than 10** working days prior to the course, an 80% refund will apply. Substitutions or transfers can be made without penalty.

5.2.4 Should a cancellation be advised **between 5 – 10** working days prior to the course, a 50% refund will apply. Substitutions or transfers can be made without penalty.

5.2.4 Should a cancellation be advised **less than 5** working days prior to the course, no refund will be given. Substitutions or transfers can be made without penalty.

5.2.7 If a participant enrolls fully, including stating they can meet the course requirements, pays and attends a course but is then unable to complete the course requirements due to not meeting the advertised prerequisites or course entry requirements then no refund will be given

5.2.8 If a participant enrolls, including stating they are able to meet the course requirements and pays in full for a course but then is unable to meet the advertised prerequisites or entry requirements due to change in circumstances. Then on evidence in writing from Medical Practitioner of injury or incapacitation, Parasol will refund 80% of course fee or transfer fees to a future training course.

5.3 PARASOL applies a non-refundable deposit of 20% to all course fees.

5.4 In the event of unforeseen circumstances a refund may be given at the discretion of the Managing Director or their designated substitute.

5.5 If a participant withdraws after commencement of a course

Once a participant has commenced training, no refund is applicable should he or she leave before completion of the training, unless mitigating circumstances in the form of a medical certificate or evidence of extreme personal hardship are demonstrated. In such cases under clause 5.4 fees may be refunded on a pro-rata basis. Should a participant wish to finalise incomplete studies in a future training course, the original fee can be used as a credit within six months of initial payment.

6. Related Documents & References

NIL

7. Superseded Documents

Course cancellation and refund Version 1.3	09/02/2011
Course cancellation and refund Version 1.4	30/06/2012
Course cancellation and refund Version 2.0	30/09/2014
Course cancellation and refund Version 2.0	30/09/2014
Course cancellation and refund Version 2.0	30/10/2016
Course cancellation and refund Version 2.0	30/10/2018
Course cancellation and refund Version 3.0	30/09/2019

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