



# Refunds and Cancellation Procedures

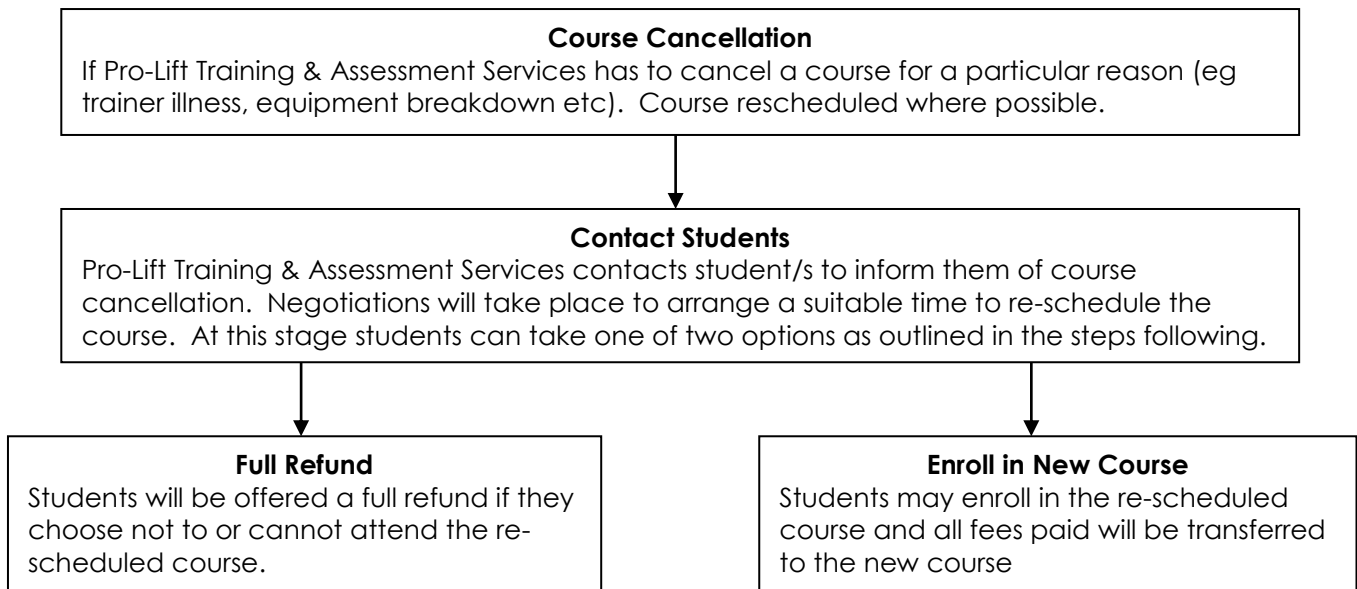
## 1. PURPOSE

The purpose of this procedure is to outline the processes taken to ensure students are given access to refunds on courses where a refund is granted under the conditions of the Refund and Cancellation Policy.

## 2. PROCEDURES

Prior to the course (eg upon booking and enrolment) students will be provided information regarding the refund and cancellation policy and procedures.

### a) Course Cancellation by Pro-Lift Training & Assessment Services



| Document Name                            | Version | Created by: | Created Date | Revised Date | Page |
|--|---------|-------------|--------------|--------------|------|
| PR-006 Refund and Cancellation Procedure | 3       | PM          | 01-07-2012   | 12/11/2018   | 1    |

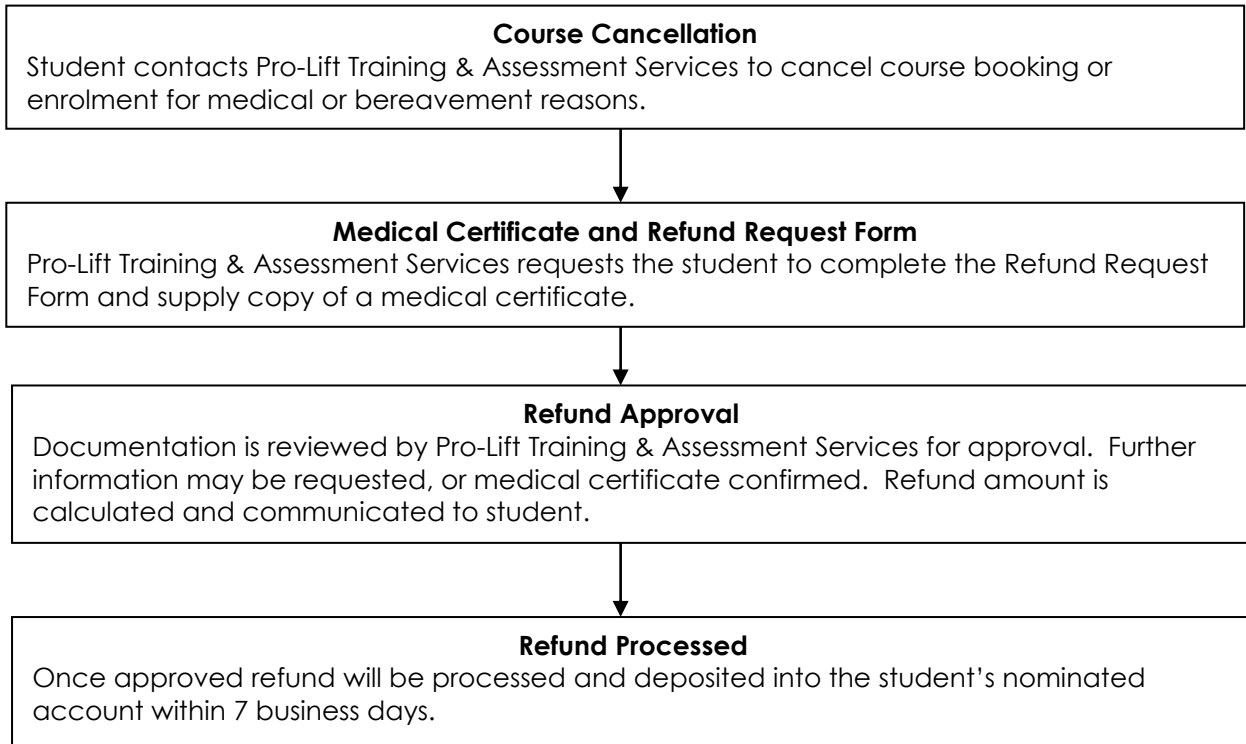


# Refunds and Cancellation Procedures

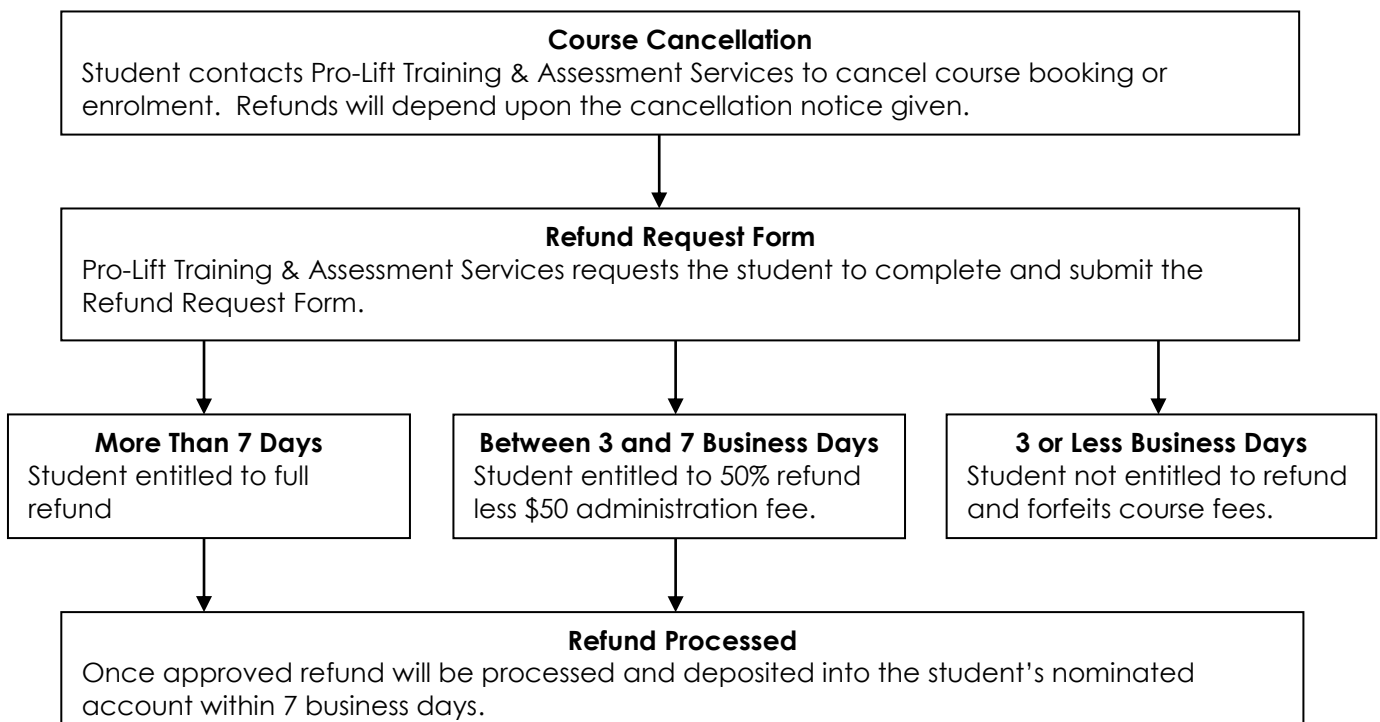
## b) Course Cancellation and Refund Request by Student

Students course cancellations fall into two (2) categories: medical/bereavement reasons and other reasons.

### i. Medical/Bereavement Reasons



### ii. Other Reasons



| Document Name                            | Version | Created by: | Created Date | Revised Date | Page |
|--|---------|-------------|--------------|--------------|------|
| PR-006 Refund and Cancellation Procedure | 3       | PM          | 01-07-2012   | 12/11/2018   | 2    |

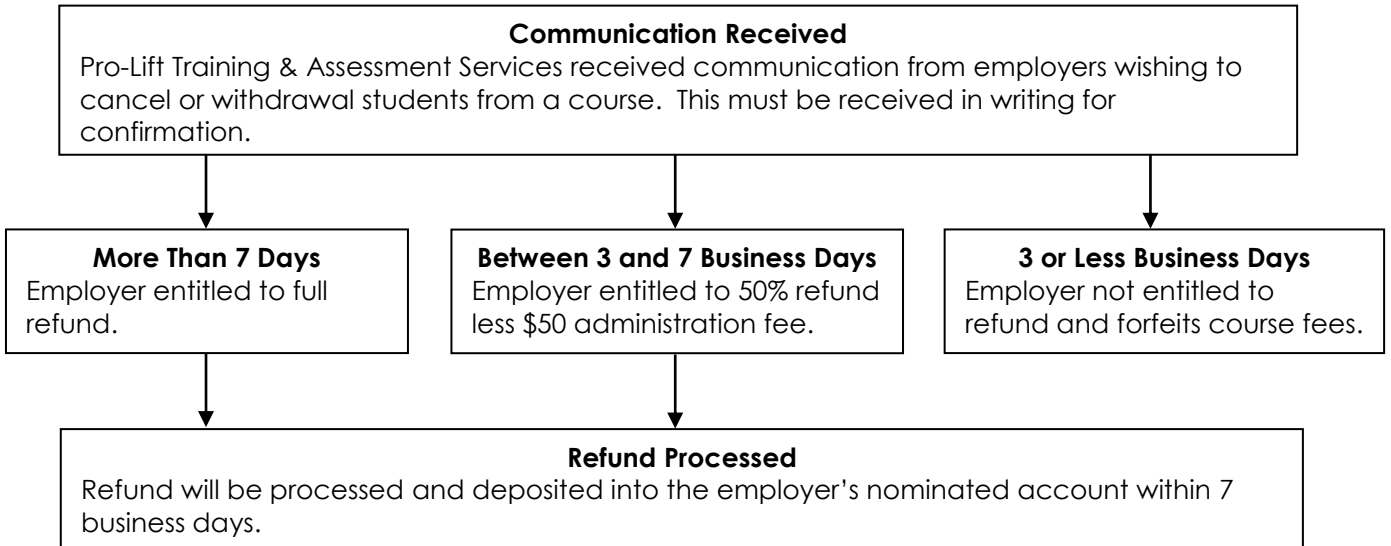


# Refunds and Cancellation Procedures

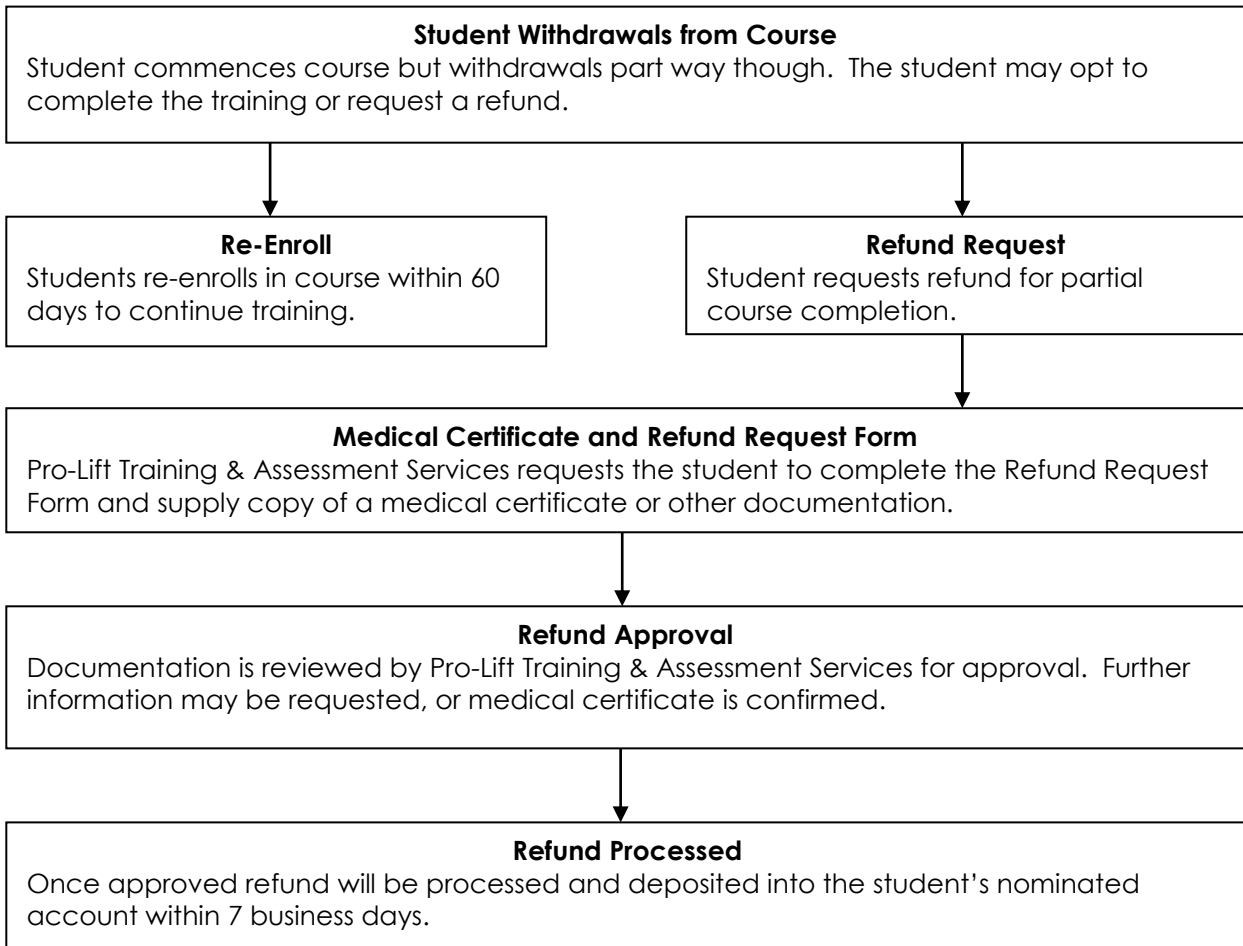
Students that wish to appeal any refund decision may use the Pro-Lift Training & Assessment Services Appeals and Complaints Procedures (PR – 014)

This information does not remove the right of the student to take action under Australia's consumer protection laws.

## c) Refunds for Employers



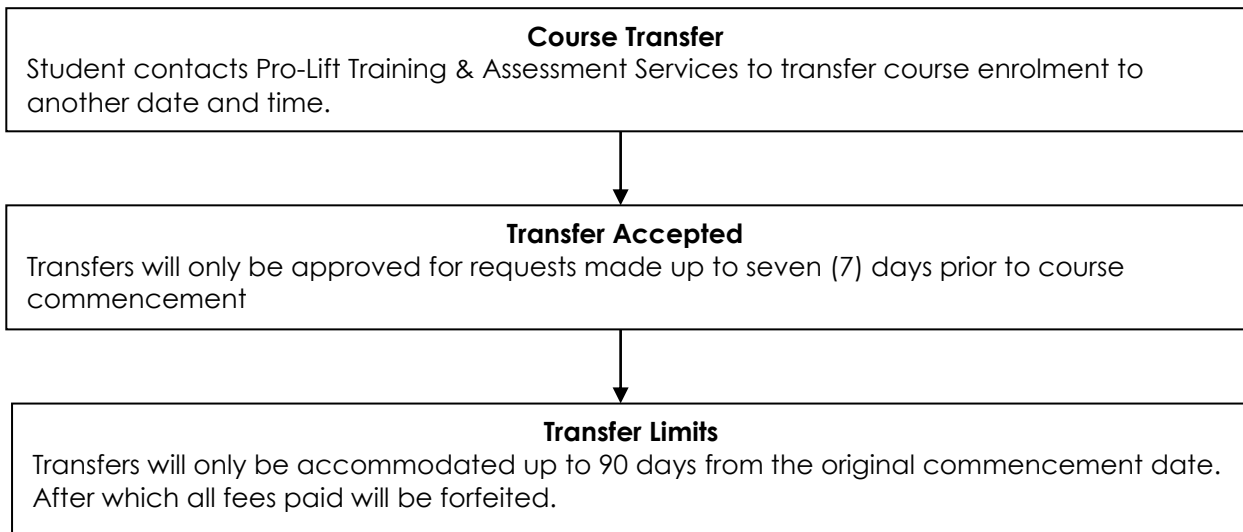
## d) Course Withdrawal for Medical/Bereavement Reasons





# Refunds and Cancellation Procedures

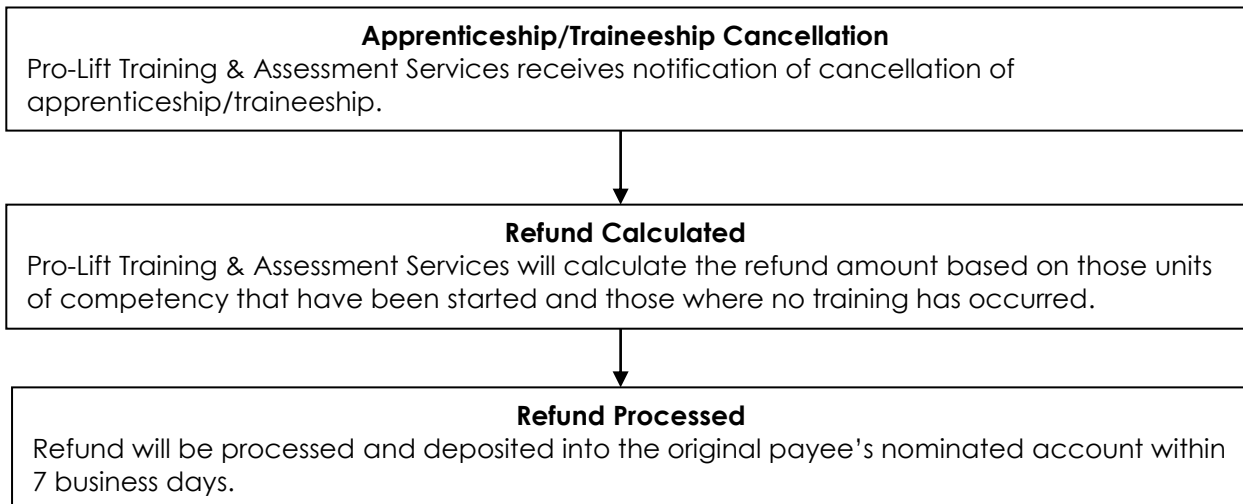
## e) Course Transfers



## f) Course Withdrawals

Where a student leaves or withdraws before finishing a course and they do not produce a medical certificate or similar, for cause for leaving the course, fees paid will be forfeited, unless advised at the discretion of Pro-Lift Training & Assessment Services

## g) User Choice Student Cancellations



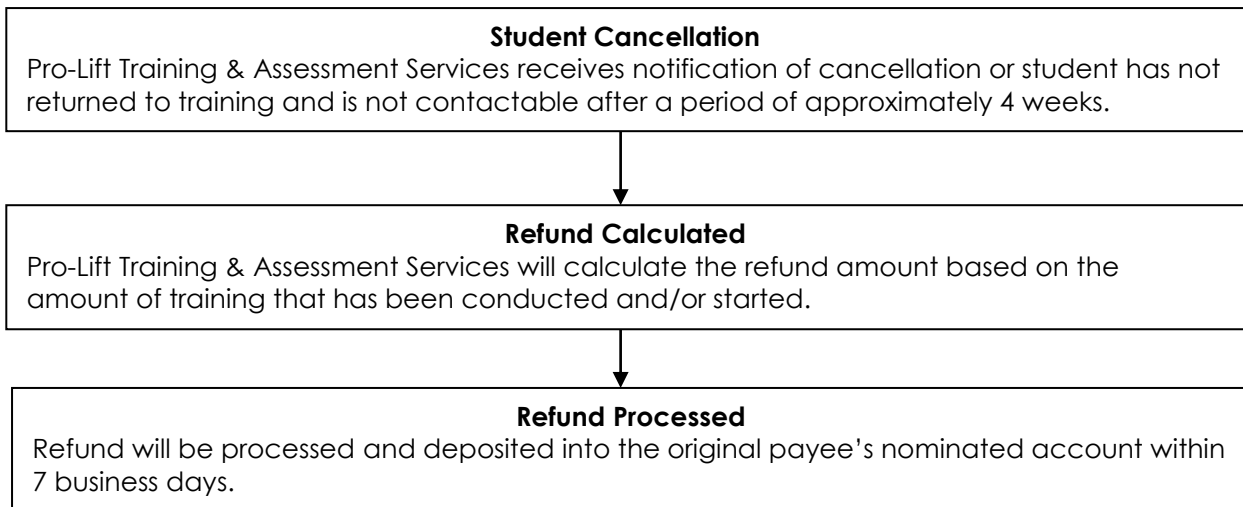
**Please Note:** In the event that a student cancels before any training has been conducted the student or third-party payer will receive a full refund for any fees paid.

| Document Name                            | Version | Created by: | Created Date | Revised Date | Page |
|--|---------|-------------|--------------|--------------|------|
| PR-006 Refund and Cancellation Procedure | 3       | PM          | 01-07-2012   | 12/11/2018   | 4    |



# Refunds and Cancellation Procedures

## h) Certificate 3 Guarantee Students Cancellations



**Please Note:** In the event that a student cancels before any training has been conducted the student or third-party payer will receive a full refund for any fees paid.

### 3. REFERENCES

PL-002 Refund and Cancellation Policy  
 HB-001 Student Information Handbook

### 4. RECORDS

FM-006 Refund Request Form

#### Document Control

| Version | Date       | Originator | Reviewed By | Date Approved | Comment   |
|---------|------------|------------|-------------|---------------|---|
| 1       | 01/07/2012 | AMD        |             |               | New procedure   |
| 2       | 27/08/2014 |            | P Mould     | 27/08/2014    | Updated procedure to new format and with new content regarding timelines etc. |
| 3       | 08/11/2018 |            | P. Mould    | 12/11/2018    | Changes to refund timelines to reflect updated policies PL – 002 and PL - 003 |

| Document Name                            | Version | Created by: | Created Date | Revised Date | Page |
|--|---------|-------------|--------------|--------------|------|
| PR-006 Refund and Cancellation Procedure | 3       | PM          | 01-07-2012   | 12/11/2018   | 5    |