



Cancellation and Refund Policy and Procedure



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1. POLICY

This policy and procedure is used to describe the establishment and maintenance of a system for the cancellation and refund of training with QUALITY PEOPLE AND TRAINING SOLUTIONS (QPTS).

2. PROCEDURE

2.1 Funded Participants

If you are an employee enrolled in a government funded traineeship or apprenticeship program and your employment has been terminated, you may withdraw from your course at any time by providing written notice to QPTS. Alternately, you may request a place as a non-funded public participant at QPTS and complete your training at your own cost.

2.2 Fee for Service Public Participants

If you are a non-funded public participant and wish to withdraw after the commencement of your course, a \$300 administration fee applies. A Statement of Attainment will be issued for any Units of Competency you have successfully completed.

3. CANCELLATION AND REFUND

All traineeship and apprenticeship cancellations must be received in writing by QPTS Head Office. Please complete and email or post the Withdrawal Form available from our website or send a detailed email request to hello@gptsolutions.com.au

Employer funded training is subject to the refund arrangements as specified in the agreement between QPTS and the employer organisation.

Please note: Cancellation and postponement of course in this instance has the same meaning.

Where courses are postponed or cancelled due to insufficient numbers, participants will be notified of the alternative arrangements.

3.1 Refund Conditions - Funded Courses

Participants must officially withdraw via submission of the relevant Withdrawal form.

If officially withdrawn within **four (4) weeks** after the official commencement of the course, a full tuition fee refund will apply.

No refund applies for withdrawals after four (4) weeks after official course commencement.

Fees will be refunded 100% in full where a course does not commence due to cancellation or rescheduling by QPTS and participants are unable to attend the rescheduled course.

In the unforeseen circumstance that QPTS closes down, any active students remaining on system would be given the option to be transferred to another RTO or be issued with a refund up to the amount of training delivery which had not yet been occurred in cases where training had been paid in full.

4. FEE FOR SERVICE COURSES

1. Cancellations received more than seven (7) working days in advance of the start of the course will be able to transfer to a future course without penalty. Cancellations will otherwise attract a 10% administration fee, and the balance of the course fee refunded.
2. Cancellations received less than seven (7) working days before the start of the course will forfeit 100% of the course fee. There will however be the option to transfer to a future course without penalty.
3. Where no cancellation is received or where nominated participants do not attend, full-service fees will be due and payable.
4. In the event that a cancellation is unavoidable, an alternative person(s) may be nominated to attend without penalty.
5. A full refund is payable where QPTS cancels or reschedules training.
6. Enrolment is accepted on the basis that QPTS will not be held liable for costs incurred due to course cancellation or rescheduling. QPTS will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where QPTS cancels any training course.
7. Cancellation policies for specific courses may apply to override this general policy, where special arrangements for the conduct of some courses involve significant advance commitments by QPTS.
8. Course dates and fees are subject to change without prior notice.
9. Clients who have a grievance with the application, or this policy may take action in accordance with the QPTS Complaints and Appeal process.

NB. Fees will be refunded 100% in full where a course does not commence due to cancellation or rescheduling by QPTS and participants are unable to attend the rescheduled course.