

REFUND AND CANCELLATION POLICY AND PROCEDURE	
Who is responsible	The director and training coordinator are responsible for ensuring that this process is followed.
When	Enrolment and prior to the commencement of training
Policy	This policy outlines how Asbestos & You manages course fees, payments, refunds, cancellations, and transfers.
Procedure	<p>Asbestos & You sets fees that are fair and equitable in relation to market pricing and follow appropriate government legislation and The Standards for RTOs (2025).</p> <p>Asbestos & You reserves the right to review and adjust fees at its discretion. Updated fees will be applied to prospective enrolments and in certain circumstances, to enrolments where training is yet to be conducted and fee increases are not in Asbestos & You's control (e.g. decrease in CITB funding).</p> <p>Asbestos & You publishes accurate information on student fees for prospective and current students and clients on its website.</p> <p>Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials, including course reading materials and certification.</p> <p>Additional costs that are not considered course fees may include application for work clearances or licenses. The student will be responsible for the cost of such work obligations. These requirements will be communicated to the student prior to enrolment.</p> <p>Payment of Fees</p> <p>Asbestos & You accepts direct deposit, EFTPOS, and credit cards (Mastercard and Visa). Payment must be finalised before training commencement unless prior agreement is arranged.</p> <p>Where a course fee is greater than \$1,500, a deposit will be charged on enrolment with the outstanding balance being invoiced for payment prior to the issuance of the Statement of Attainment</p> <p>Invoices & Receipts</p> <p>Students and/or employers will receive a tax invoice and receipt for all payments. All financial records are kept secure and confidential.</p> <p>Cancellations, Withdrawals & Transfers</p> <p><u>Student Cancellations</u></p> <ul style="list-style-type: none"> • More than 5 days prior to course commencement: Refund minus a \$50 administration fee or free transfer to another date. • 2-5 days prior to course commencement: Refund minus a \$50 administration fee, or free transfer to another date. • Less than 48 hours prior to course commencement or non-attendance: No refund. A transfer may be offered at Asbestos & You's discretion. <p><u>Asbestos & You Cancellations or Changes</u></p> <p>Asbestos & You reserves the right to cancel or postpone any courses before their scheduled commencement dates.</p> <p>In the unlikely event that a course is cancelled or postponed, you will be offered a full refund of all unused course fees you have paid.</p> <p>Alternatively, you may be offered enrolment in an alternative course at no extra cost.</p>

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, you will be asked to put this in writing/email.

Refund Process

- Refund requests must be submitted in writing via email and include course details and the reason for the refund/cancellation.
- Refunds will be processed within **14 business days** of receiving the request and required information.
- Refunds will be issued using the original payment method unless otherwise agreed.

Consumer Protection

Students are protected under Australian Consumer Law, including rights to fair contract terms, refunds, and remedies for services not delivered as agreed. If a learner believes they have been unfairly treated, they may lodge a complaint through Asbestos & You's Complaints and Appeals process.