



**Refund, Transfer and Cancellation
Policy**

Guild Training a refund, transfer and cancellation policy which is fair and equitable and complies with both state and federal funding requirements. Guild Training will ensure that refunds, transfers and cancellations are processed in a efficient manner.

Procedure: actions and responsibilities

Action	Responsibility												
<p>The National Secretariat and State Branches are responsible for the refund, cancellation and transfer policies and procedures implemented by Guild Training.</p> <p>Refund/cancellation and transfer information is included in the following information sources:</p> <ul style="list-style-type: none"> • Guild Training website • Course marketing materials • Training Agreement • Enrolment forms • Learner handbooks • Induction checklist • Pre-training visits(if applicable) 	<p>National Secretariat State Branches</p>												
<p>Branches must apply refund and cancellation requirements as applied by State Training Authorities contracts or agreements.</p>	<p>State Branches</p>												
<p>Training Managers will review state contracts and agreements on an annual basis to ensure the Branch is applying the correct refund and cancellation arrangements.</p>	<p>State Branches</p>												
<p>Each enrolment form for the courses delivered by Guild Training includes clear statements and guidelines which outline the current refund or cancellation policy.</p> <p>For training not covered by State Training Authorities the following outlines the refunds provided to learners or pharmacies who complete the appropriate documentation.</p> <table border="1" data-bbox="172 1344 1197 1664"> <thead> <tr> <th>Reason for refund</th> <th>Notification requirements</th> <th>Refund</th> </tr> </thead> <tbody> <tr> <td>Participant withdraws</td> <td>In writing, ten working days or more prior to the course commencement</td> <td>80% of the cost of the course</td> </tr> <tr> <td>Participant withdraws</td> <td>In writing, five working days prior to the course commencement</td> <td>50% of the cost of the course</td> </tr> <tr> <td>Participant withdraws</td> <td>During the course</td> <td>Nil refund</td> </tr> </tbody> </table>	Reason for refund	Notification requirements	Refund	Participant withdraws	In writing, ten working days or more prior to the course commencement	80% of the cost of the course	Participant withdraws	In writing, five working days prior to the course commencement	50% of the cost of the course	Participant withdraws	During the course	Nil refund	<p>State Branches National Secretariat State Branches</p>
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<p>Refund requests for full or partial refunds must be made in writing on the Refund Application Form, must set out the reasons for the request and be accompanied by supporting documentation as appropriate.</p>	<p>State Branches</p>												
<p>The Training Manager or delegated authority reviews the Refund/Transfer/Cancellation Application Form and ensures that it meets criteria specified on the enrolment form and within this policy/procedure.</p>	<p>State Branches</p>												
<p>The Training Manager or delegated authority approves the Refund/Transfer/Cancellation Application Form and ensures that it is forwarded to the relevant personnel for processing.</p>	<p>State Branches</p>												
<p>The Refund/Transfer/Cancellation Application Form and associated documents are maintained in the learner’s file.</p>	<p>State Branches</p>												
<p>The refund will be paid to the learner within two weeks of the day on which the Refund Application Form was approved by the Training Manager. The refund must be paid to the same person or body from whom the payment was received on behalf of the learner.</p>	<p>State Branches</p>												
<p>Learners experiencing financial hardship may make an application for payment via an agreed</p>	<p>State Branches</p>												

alternative payment method. Each application will be assessed on an individual basis and supporting documentation may be required. All enrolments must include an agreed upon initial payment which must be made at the time of enrolling.	
<p>Fees will be refunded in full where:</p> <ul style="list-style-type: none"> • The course does not start on the agreed starting date which is notified in the letter of offer. • Illness or disability prevents a learner from taking up a course (on submission of medical certificate). 	State Branches
In the unlikely event that Guild Training is unable to deliver the course in full the learner will be offered a refund of all the course money paid to date. The refund will be paid to the learner within two weeks of the day on which the course ceased being provided.	State Branches
Learners may appeal by stating any special circumstances which they feel may entitle them to a full or partial refund. Appeals must be in writing and contain full documentation supporting the claim.	
<p>No refund or tuition fees will be made where a learner's enrolment is cancelled for any of the following reasons:</p> <ul style="list-style-type: none"> • Failure to maintain satisfactory course progress • Failure to maintain satisfactory attendance • Failure to maintain approved welfare and accommodation arrangements • Failure to pay course fees • Any behaviour identified as resulting in enrolment cancellation in the Learner Code of Conduct. 	State Branches

Associated documentation

Refund/Transfer/Cancellation Application Form
 Guild Training website
 Course marketing materials
 Enrolment forms
 Learner handbooks
 Training Agreement

Related topics

Fees and charges policy

References

Authority

National Training Manager – 27.02.2009
 National Training Manager – 15.06.2010
 National Training Manager – 29.07.2011