

Refunds, Transfers and Cancellations Policy

PURPOSE

To ensure that Pharmacies and students receive what they paid for in the form of a course, store credit or as a refund.

SCOPE

If a student wishes to withdraw from their course or apply for a refund they need to apply in writing to the Pharmacy Guild of Australia (NSW Branch).

CONDITIONS OF REFUND

Students paying under Fee for Service arrangement (not a traineeship)

Where a student has paid for their course under the fee for service arrangement, refunds will be applied as per the table below.

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% refund
Participant withdraws	On the first day or during the course	Nil refund

A refund of all or part of the fee may be given in the following exceptional circumstances:

- Student has overpaid the fee.
- Student enrolled in a course that has been cancelled.
- The student is offered and accepts a place in a course at university or at the same/another Pharmacy Guild Branch within the first three training weeks.
- Student enrolls in a course only to repeat a failed unit/module but is then granted a pass in that unit/module by an Assessment Review Committee.
- The Pharmacy Guild delegate is of the opinion that the student would be unreasonably disadvantaged if they were not granted a refund, for example, if the learner met with a serious misadventure and was unable to continue their enrolment. (An administration fee of \$900 will apply)

Other appropriate circumstances, such as:

- Extended hospitalisation or illness (two weeks minimum) supported by a medical certificate and resulting in extended absence from training. In this case a refund on a pro rata basis may be given
- Refunds are made to the student, organisation or third party who originally paid the fee.

Circumstances not regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of ability to study or change of mind
- Moving Interstate
- Redundancy/Retrenchment

Students paying under a traineeship arrangement

Where a student has paid for their course under a traineeship arrangement, refunds will be applied as per the table below.

Reason for refund	Notification requirements	Refund
Participant withdraws	If the student in writing withdraws prior to the induction 10 working days or more	A refund will apply
Participant withdraws	During the course after the induction has occurred	No refund or credit of fees will apply

A refund of all or part of the fee may be given in the following exceptional circumstances:

- Student has overpaid the fee.
- Student enrolled in a course that has been cancelled.
- The student is offered and accepts a place in a course at university or at the same/another Pharmacy Guild Branch within the first three training weeks.
- Student enrolls in a course only to repeat a failed unit/module but is then granted a pass in that unit/module by an Assessment Review Committee.
- The Pharmacy Guild delegate is of the opinion that the student would be unreasonably disadvantaged if they were not granted a refund, for example, if the learner met with a serious misadventure and was unable to continue their enrolment. (A administration fee of \$900 will apply)

Other appropriate circumstances, such as:

- Extended hospitalisation or illness (two weeks minimum) supported by a medical certificate and resulting in extended absence from training. In this case a refund on a pro rata basis may be given
- Refunds are made to the student, organisation or third party who originally paid the fee.

Circumstances not regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of ability to study
- Moving Interstate
- Redundancy/Retrenchment

If you enrol in an approved Traineeship course without evidence of being a Trainee, you will be asked to pay the full fee. If you subsequently provide evidence that you are eligible as a Trainee you will be refunded the difference between the course fee and the capped Traineeship fee.

Other Terms and Conditions for refunds

The Guild recognises that extenuating circumstances do apply. For consideration of any kind of credit, refund or transfer, students must provide a medical certificate for the period of the course or provide documented evidence of extreme personal hardship. In this case, fees may be refunded on a pro rata basis.

Credits may be issued by negotiation with the Training Manager and are redeemable within the training department according to the terms of the arrangement; alternatively refunds may be paid by EFT

S2S3 Enrolments

If a student is withdrawing from their S2S3 course or applying for a refund they need to apply in writing to the Pharmacy Guild of Australia (NSW Branch).

Face to Face Course enrolment

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	Nil refund
Participant withdraws	On the first day or during the course	Nil refund

Online Course enrolment

Reason for refund	Notification requirements	Refund
Participant withdraws	If the student in writing withdraws within 24 hours of enrolment	A Credit will be provided for the course fee– No refund
Participant withdraws	During the course	A Credit will be provided for the course fee – No refund

Certificate Courses – Certificate II, III or IV in Community Pharmacy

Where a student withdraws from their current certificate course but has achieved competency for the required units for the AQF level below. The student will be granted this AQF level certificate.

Where that is a fee difference below the two AQF levels, the student will be entitled to a refund for the difference.

This does not apply where a statement of results or a statement of attainment can only be issued where the number of units completed do not result in a full AQF qualification, and only applies where a full AQF qualification and certificate can be issued

RELATED POLICY

This policy will relate to the following policies:

- The Pharmacy Guild Fees and Charges Policy
- The Pharmacy Guild Payment, Refund and Cancellation Policy

REFERENCES

The Skills Canberra Contact

AUTHOR

Ian Bartlett
Group Manager, Business Transformation

DATE

21st November 2018