



## **Payment, Refund and Cancellation Policy Policy**

Guild Training has 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 an efficient manner.

This policy and procedure has been developed by the Pharmacy Guild of Australia as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures

### **Procedure: actions and responsibilities**

<b>Action</b>	<b>Responsibility</b>												
<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"> <li>• Guild Training website</li> <li>• Marketing materials</li> <li>• Training Agreement</li> <li>• Pre-Enrolment Information Guides</li> <li>• Learner handbooks</li> <li>• Induction checklist</li> <li>• Pre-training visits(if applicable)</li> </ul>	<p>National Secretariat State Branches</p>												
<p>Branches must apply refund and cancellation requirements as applied by State Training Authorities contracts or agreements. 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"> <thead> <tr> <th><b>Reason for refund</b></th> <th><b>Notification requirements</b></th> <th><b>Refund</b></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>	<b>Reason for refund</b>	<b>Notification requirements</b>	<b>Refund</b>	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, the reasons for the request must be stated and any appropriate supporting documentation attached.</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. 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>												

The Refund/Transfer/Cancellation Application Form and associated documents are maintained in the learner's file.	State Branches
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.	State Branches
Fees will be refunded in full where: <ul style="list-style-type: none"> <li>The course does not start on the agreed starting date which is notified in the letter of offer.</li> <li>Illness or disability prevents a learner from taking up a course (on submission of medical certificate).</li> </ul>	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.	
No refund or tuition fees will be made where a learner's enrolment is cancelled for any of the following reasons: <ul style="list-style-type: none"> <li>Failure to maintain satisfactory course progress</li> <li>Failure to maintain satisfactory attendance</li> <li>Failure to maintain approved welfare and accommodation arrangements</li> <li>Failure to pay course fees</li> </ul>	State Branches

#### **Associated documentation**

Refund/Transfer/Cancellation Application Form  
Guild Training website  
Marketing materials  
Pre-Enrolment Information Guides  
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  
Academy Compliance Manager – 24.10.2013  
Academy Compliance Manager – 18.06.2014  
Head – Guild Learning and Development – 16.11.2016