



Cancellation and Refund Policy

The Pharmacy Guild of Australia, Queensland Branch has established a system for ensuring anyone who enrolls in a Queensland Branch facilitated course is able to cancel, request refund or request a credit transfer in the event that they wish to withdraw from a course.

Any person enrolled to undertake a course who decides to cancel their attendance or to discontinue a course already commenced, depending on who funded the course, either the person enrolled or their employer is responsible for notifying the Guild as soon as possible. All requests for cancellation, refund or transfer credit must be received in writing.

Where requests for refund meet the criteria outlined in this policy, refund will be paid within 30 days from the day in which the request has been received. The refund will be paid to the same person or body from whom the payment was received.

Pharmacy Assistant Certificate and Short Courses

No course refund or tuition fee refund will be issued where a student/learner's enrolment is cancelled for any of the following reasons:

- 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

The following outlines the refund fee structure for Pharmacy Assistant Certificate and short Courses:

| Payment type | Upfront | Payment Plan, Employer/Student |
|---------------------------------|--|--|
| No training commenced | Fee refunded less enrolment fee of: <ul style="list-style-type: none">• Full Certificates – \$250• Short Courses – \$150 | Fee refunded less enrolment fee of \$250 |
| | SIRCIND002 – Support the supply of Pharmacy Medicines and Pharmacist only Medicines course fees are non refundable or transferable | |
| Training commenced | Fee refunded for units not commenced* less enrolment fee of: <ul style="list-style-type: none">• Full Certificates – \$250• Short Courses – \$150 <p><i>*For fee for service students, commenced units are where the Guild has supplied the learner guides.</i></p> | No refund. However all future payments will be stopped as per the payment plan agreement once the Guild has received written notification of the cancellation of training. |
| | SIRCIND002 – Support the supply of Pharmacy Medicines and Pharmacist only Medicines course fees are non refundable or transferable | |
| Training cancelled by the Guild | Full refund | Full refund |

Authority

Approval: Education and Workplace Relations State Manager

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