



WA Branch Training Department Payment, Refunds, and Cancellations Policy

Learners who cancel or discontinue their course are responsible for notifying training administration in writing.

Under the full-fee paying policy, course fees will be refunded in the following circumstances for participants who withdraw in writing:

- **10 working days or more prior to the course commencement - 80% of the cost of the course.**
- **5 working days prior to the course commencement - 50% of the cost of the course.**
- **During the course - Nil refund.**

The refund will be paid within two weeks of the day on which the refund was approved by the Training Manager or authorized person. The refund must be paid to the same person or body from whom the payment was received on behalf of the learner.

No refund of course fees will be made where your enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress.
- Failure to maintain satisfactory attendance.
- Failure to pay course fees.
- Failure to adhere to Learner Rules.

In the unlikely event that Guild Training is unable to deliver the course in full, a refund of all the course money paid to date will be offered. The refund will be paid within two weeks of the day on which the course ceased being provided. Fees will be refunded in full where:

- The course does not start on the agreed starting date which is notified in the letter of offer, or
- Illness or disability prevents a learner from taking up a course (on submission of medical certificate)