



ALLTRUCK
DRIVER TRAINING

ADT020 - Refunds 5.0.docx

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| Version: | 5.0 |
| Last amendment: | October 2016 |
| Approved by: | Chief Executive Officer |
| Next review: | October 2018 |

ADT020 – Refunds

Policy

ADT must provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which negative impact may be negated or reduced, depending upon notification time frame.

Procedure

The following reflects the ALLTRUCK DRIVER TRAINING refund process:

- a) An initial deposit of \$200 is to be made to confirm a position on the course date nominated by the client.
- b) Payment is to be received in full prior to commencement of the course. Finalising an account balance on the first day of training, prior to course commencement, rather than days or weeks before the course commencement date is acceptable, and encouraged.
- c) Non-attendance will incur a \$200 fee. *Where circumstances warrant, an agreement may be made with the CEO of ALLTRUCK DRIVER TRAINING for a reduced fee to be paid.*
- d) If clients wish to transfer to another course date, then greater than 7 days notice is to be given (168 hours from course commencement time), no transfer fee will be applied.
- e) If clients wish to transfer to another course date, and less than 7 days notice is given (168 hours from course commencement time) a \$200 fee is payable. *Where circumstances warrant, an agreement may be made with the CEO of ALLTRUCK DRIVER TRAINING for a reduced fee to be paid.*
- f) If clients wish to cancel, a \$200 fee is payable.
- g) If a client commences a course, but does not complete the course, the full course fee is still payable. *Where circumstances warrant, an agreement may be made with the CEO of ALLTRUCK DRIVER TRAINING for a reduced fee to be paid.*

General Rules

- a) The refund process reflects the commitment by ALLTRUCK DRIVER TRAINING to hold places as booked by clients and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the CEO.
- c) The CEO of ALLTRUCK DRIVER TRAINING will process refund requests within 7 days from the day of receipt
- d) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by ALLTRUCK DRIVER TRAINING until the course start date.
- e) The term "commencement" in this policy refers to the first day of the first program attended by the client.
- f) Issues with regard to payment are to be handled at the first available opportunity and directed to the CEO of ALLTRUCK DRIVER TRAINING. All refunds are to be logged in the Refund Log and signed by the respective client.
- g) Details concerning the scope of ALLTRUCK DRIVER TRAINING Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of an electronic copy (or print if requested)
- h) Students will have 6 months from the date of enrolment to complete the training, unless

and agreement is made with the CEO of ALLTRUCK DRIVER TRAINING for an extension or exception.

- i) If ALLTRUCK DRIVER TRAINING is unable to deliver service for reasons such as, but not limited to: vehicle breakdowns and staff sick leave, the student is entitled to transfer to another course date, or receive a full refund, or a partial refund if a percent of the course has been conducted. ALLTRUCK DRIVER TRAINING will not be held liable for any expenses incurred by the client; in the unlikely event we cannot deliver service.

Scope

The policy covers all fees payable for training services provided within ALLTRUCK DRIVER TRAINING scope of registration.

Responsibility

The CEO is responsible for ensuring this policy be implemented in the QMS.