

Refund Policy and Cancellation

When an applicant accepts a place offered by Hands-On First Aid and pays the fees, it means a binding contract is created between the student and Hands-On First Aid. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Hands-On First Aid.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- ▪ Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- ▪ Students who give notice to cancel their enrolment fees less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Hands-On First Aid is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training. Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- ▪ Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the learner resources have been dispatched.

There is no charge for a student to transfer to another course with Hands-On First Aid. If Hands-On First Aid cancels a course, then a full refund will be made available to whoever paid that course fee.

Please note that administration fees may still apply for the processing of refunds.

Discretion may be exercised by the management in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. CEO may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer.

Note: If for any reason Hands-On First Aid is unable to fulfil its service agreement with a student, Hands-On First Aid must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.