

Refund Policy

Australasian Leadership Academy Pty Ltd will maintain a refund procedure. This is the responsibility of the Manager. Refunds payable are subject to the following guidelines.

In accordance with applicable legislation, Australasian Leadership Academy is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for training and assessment services.

The following refund policy will apply:

Once participants have enrolled and begun their training, participants are not normally entitled to a refund of fees unless extenuating circumstances exist.

Discretion may be exercised by the Managing Director in all situations, if participants can demonstrate extenuating or significant personal circumstances has led to their withdrawal from a course. In these cases, participants should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Managing Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to participants within 14 days from the time participants gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by you.

Implementation

Total Refund

In the event that an offer of a place is withdrawn or Australasian Leadership Academy Pty Ltd is unable to provide the program, all fees are refundable. If the offer was made on the basis of incorrect or incomplete information supplied by the client or participant, Australasian Leadership Academy Pty Ltd reserves the right to retain an administrative fee of AUD\$100 per participant.

Partial Refund

Where a participant, after accepting an offer of a place, gives more than four weeks' notice before commencement of the program of an inability to undertake the program, all tuition fees paid in advance are refundable less an administrative fee of AUD\$100 per participant.

An offer of a place in an alternate program may be negotiated where possible.

Where a participant gives notice of withdrawal less than four weeks before commencement of the program, 30% of fees paid will be retained.

A participant who withdraws from the program before the end of the second week of commencement or does not attend the sessions, is eligible for a refund of 50% of the tuition fee paid. In circumstances of severe financial hardship or where a valid medical certificate can be produced, alternative arrangements may be negotiated.

The participant will be required to pay fees for all sections of the program (units of competence) that he / she has attended or commenced. A partial refund may be given for units not commenced, minus an administration fee (\$100 AUS) and any additional assessment costs incurred.

No Refund

A participant who withdraws from the program after the first two weeks is not eligible for a refund of the tuition fee paid. An offer of a place in an alternate program may be negotiated where possible.

N.B. For the purposes of refund schedules, a participant relates to an individual student, not to the client organisation enrolling participants on their behalf.

For Corporate Clients

In the event that a participant resigns during a training program or is unable to complete the program (with the approval of the client / organisation), Australasian Leadership Academy will assess the status of the participant to establish what he / she has commenced and /or completed.

A partial refund may be applicable for fees paid by the organisation, for any section of the program (units of competence) that have not been commenced or attended, minus an administration fee (\$100 AUS) and any additional assessment costs incurred.

Australasian Leadership Academy will endeavour to assist the participant to complete any assessments for units commenced and issue a Statement of Attainment on successful completion (where applicable).

Wherever possible, Australasian Leadership Academy, we will offer the participant the opportunity to continue to complete the qualification through another mode of delivery (e.g. self-paced / online) or join another program (where available). Any additional delivery and assessment fees will be negotiated with the individual participant.