



Refund Policy

The purpose of this policy is to outline All States Training's policy on refunds, prior to commencement and throughout the various stages of the course.

1. Cancellation by the Client/Student:

- 1.1 Course fees are non-refundable unless 48 hours' notice is given to All States Training.
- 1.2 After this time, all cancellations will be subject to a \$50 administration fee, plus costs for expenses incurred to the point of cancellation, including all assessor and resource costs.
- 1.3 If a student wishes to change enrolment to another course, any available refund is transferrable to the new course. A second administration fee will be incurred.
- 1.4 In the case of a cancellation, the client/student should contact All States Training to discuss refund options. A 'Refund Request Form', provided by All States Training is to be completed by the person requesting the refund.

2. Cancellation by All States Training

- 2.1 Should All State training cancel a course, students are entitled to a full refund (or pro-rata adjusted refund) or transfer funds to another future course. In this case, students will be given their preferred option.

3. Protection of fees paid in advance

- 3.1 All monies received are placed in an account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.