

## **5.1 REFUND OF COURSE OR TRAINING PROGRAM FEES**

### **THE FOLLOWING REFUND POLICY WILL APPLY:**

#### **Invoices and Payment**

1. Once an application for a course or training program has been received, Family Planning Welfare Association NT [FPWNT] will issue a tax invoice if appropriate. It is the responsibility of the applicant to ensure that all payments have appropriate identification to ensure the payment can be credited correctly. A receipt will be issued and confirmation will be forwarded via email to notify acceptance and placement in the allocated course and or/training program.
2. Where a training program or course is cancelled for any reason by FPWNT, students will be rescheduled to a mutually acceptable date. If a student is not in agreement with the rescheduled date the fees will be fully refunded.
3. Where notice of withdrawal from a pre-paid training program or course is given 21 days prior to the commencement of the training the course fees will be fully refunded.
4. If an applicant cancels anytime less than 20 business days (4 weeks) of the course or training commencement date, a 25% administration fee will be deducted from the fees paid prior to a refund of the balance being made.

#### **No shows**

5. If a student fails to attend the course/training program or cancels their attendance on Day 1 or after, no refund will be issued.

#### **Refunds**

6. Refunds will be issued on written request via email or post from students in accordance with the cancellation requirements having been met. This refund will be forwarded to the applicant within 14 business days by direct deposit to their nominated bank account.
7. Student training fees are secured by FPWNT whom maintain a separate online bank account. Once the course / training program is complete, the financial officer or delegate will transfer training fee funds into the FPWNT working bank account.

#### **Privacy**

8. Any information provided to FPWNT will comply with the privacy act. Please read further information on privacy on our website [www.fpwnt.com.au](http://www.fpwnt.com.au)

Endorsed by Board of Management December 2007, Updated June 2011  
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