

REFUND POLICY

It is the policy of Brisbane Business & Hospitality Training to ensure that all applications for a refund of fees are considered.

FEE FOR SERVICE (INDIVIDUAL/COMPANY)

All applications for a refund must be in writing.

A full refund, minus the \$300 administration fee, will be made providing notice is received by Brisbane Business & Hospitality Training administration at least 5 working days prior to the scheduled commencement of the course. Cancellation of enrolment within 5 working days of the commencement date results in forfeiture of the enrolment fee (20% of course cost or \$1000 whichever is the lesser figure). Consideration will be given to any written request for refunds based on personal hardship, outside of these boundaries.

Any request for a refund which results in the forfeiture of fees will result in the applicant being offered a place on another course including a transfer of any fees paid on the course.

Once training has commenced on the course, no refund is available of any course fees invoiced unless the participant can provide a medical certificate or show extreme personal hardship. Refunds will be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake a course providing a supporting medical certificate is supplied to Brisbane Business and Hospitality Training. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course.

Should Brisbane Business & Hospitality Training cancel or re-schedule a course, participants are entitled to a full refund (or pro-rata adjustment refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the CEO, Brisbane Business & Hospitality Training, and may be negotiated on an individual case-by-case basis.

USER CHOICE APPRENTICES/TRANEES

Once the course has been commenced and the apprentice/trainee has commenced undertaking in unit/s of competency and their apprenticeship/traineeship is cancelled mid-way through a unit of competency, an adjusted amount will be refunded based on nominal hours expired at the time of cancellation. That is, the amount of the refund will be based on the total number of nominal hours of training undertaken to those hours remaining.

CERTIFICATE 3 GUARANTEE / HIGHER LEVEL SKILLS

Participation has commenced in the qualification; no refunds is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal hardship.

- In the case of online learning, training and assessment is deemed to have commenced once the participant has been issued a login link to the system and issued username and password.
- In case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training, either at the participants workplace, Brisbane Business & Hospitality Training venue or any other agreed upon location where face to face training and/or assessment is conducted.
- For the purpose of RPL, training and assessment includes the act on providing advice and discussing forms of evidence required to assist in proving competency within a qualification.

Consideration will be given to any written request for a refund, based on personal hardship outside these boundaries via email to office@bbht.com.au.

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