



Refund Policy

1. Purpose

AQUA FITNESS AUSTRALIA is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, **AQUA FITNESS AUSTRALIA** is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

AQUA FITNESS AUSTRALIA is committed to ensuring fair and reasonable refund practices.

AQUA FITNESS AUSTRALIA will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of **AQUA FITNESS AUSTRALIA** Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, **AQUA FITNESS AUSTRALIA** will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client.
- h) **AQUA FITNESS AUSTRALIA** does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) **AQUA FITNESS AUSTRALIA** provides a full refund to all clients, should there be a need for **AQUA FITNESS AUSTRALIA** to cancel a course. In the first instance **AQUA FITNESS AUSTRALIA** will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If **AQUA FITNESS AUSTRALIA** cancels a course, clients do not have to apply for a refund, **AQUA FITNESS AUSTRALIA** will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

3.1 Short Courses & Skill Sets

*Refunds for enrolments in individual **classroom based** courses will be calculated in accordance with the following sliding scale*

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	registration payment minus administration costs.
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by AQUA FITNESS AUSTRALIA	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by AQUA FITNESS AUSTRALIA		100% of the course fee (paid by the client)

3.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	Administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the client is Ref

3.3 External Courses (Remote/Online learning)

a) There is **no refund** applicable where a client has received the course materials or has been provided access to these via the Student Portal.

3.4 Special Considerations

- a) Clients who experience unforeseen circumstances resulting in withdraw from a course, may be eligible to apply for a special consideration for a partial or full refund of course fees.
- b) Special consideration reasons may include:
 - I. Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression. A doctor's certificate will be required.
 - II. Bereavement.
 - III. Hardship/Trauma for example, victim of crime, sudden unemployment.
 - IV. Other extenuating circumstances (to be assessed on application).
- c) Clients wishing to apply for special consideration in the above circumstances may do so by emailing info@aquafitnessaustralia.com .

4. AQUA FITNESS AUSTRALIA Responsibilities

The Chief Executive Officer, **AQUA FITNESS AUSTRALIA** is responsible for ensuring compliance with this policy.

The Office Administrator, **AQUA FITNESS AUSTRALIA** will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The **ACTIVE TRAINING** Access & Equity Policy applies.