

Refund Policy

1. Scope

This policy covers all fees payable for training services provided within Intraining Systems scope of registration.

2. Purpose

To provide for appropriate handling of client payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame

3. Procedure for Enrolment

3.1 Commercial

In general, Intraining Systems does not provide training direct to the general public. Intraining Systems primarily engages commercial clients and all fees associated with training are negotiated within a purchase order or through contractual arrangements.

Given the nature of the requirements under the contractual agreements Intraining Systems does not take in advance any monies for training and assessment services from clients.

3.1 Fee for Service

In the event that Intraining Systems engages Fee-for-Service clients, we shall apply the following:

- a) An initial deposit of \$250 is to be made to confirm a position on the course nominated by the client
 - i. Additional payments are to be made in full prior to the commencement of each unit or unit cluster. These charges are based on the course structure, however, no required payment will exceed \$1500 at any given time

4. Procedure for Refunds

4.1 Commercial

Intraining Systems will provide clients with a full refund or credit on the basis that all cancellations are received greater than 24 hours from commencement of course or transfer to an alternate course at the client's discretion.

The refund process reflects the commitment by Intraining Systems to hold places as booked by clients and the amount of administrative resources consumed at the various stages.

4.2 Fee for Service

The following reflects Intraining Systems refund process:

- a) 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course or alternatively transfer to an alternate course at the clients discretion
- b) Between 13 days and the course commencement there is a 50% refund.
- c) If the client commences but does not complete the course, cluster or unit, the full fee is payable.

5. General Rules

- a) The refund process reflects the commitment by Intraining Systems to hold places as booked by clients and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the Manager of Intraining Systems.
- c) The Manager of Intraining Systems will process refund requests within 1 week from the day of receipt
- d) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Intraining Systems until the course start date.
- e) All requests for refund will be processed on an individual basis, taking into account impact on follow on units if applicable.
- f) The term “commencement” in this policy refers to the first day of the first program attended by the client.
- g) Issues with regard to payment are to be handled at the first available opportunity and directed to the Manager of Intraining Systems. All refunds are to be logged in the Refund Log.

Details concerning the scope of Intraining Systems Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of the Client Handbook.