

TRAINING FEES REFUND POLICY

Heightsafe Solutions

1. We provide training through different pathways

- 1.1. Heightsafe Solutions partners with Allens Training PTY LTD RTO No: 90909 to deliver a range of Nationally recognised short courses within the AQF, VET framework.
- 1.2. Heightsafe Solutions also deliver competency based training for specific Government or industry requirements which may not be available in the Nationally recognised training framework.

2. Training Fees refund policy for courses delivered on behalf of Allens Training Pty Ltd

- 2.1. Heightsafe Solutions will abide by Allens Training Pty Ltd Refund Policy and Cancellation conditions as outlined in their Student Handbook.
A copy of this document may be accessed here:
<https://allenstraining.com.au/students/student-handbook>
- 2.2. It is a condition of training with Allens Training Pty Ltd , or through one of their training partners such as Heightsafe Solutions that students must access, read and accept the conditions within the Students handbook.
By finalising, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand all its contents.

3. Training Fees refund policy for competency based training delivered by Heightsafe Solutions

- 3.1. Heightsafe Solutions have fees levied on all our training programs. The fees and charges applicable to each training program are negotiated directly with the student, or with a student's employer and must be paid in full prior to commencement of the course. Any fees due must be paid by the method agreed in the course information sheet or as agreed with the student's employer as per our agreed commercial terms. All payments will be recorded in our MYOB accounting system and receipts issued. Where fees are paid in advance, these payment records will ensure that the candidate's payments are recorded separately within our MYOB accounting system in sufficient detail so that training progress can be monitored against fees paid.

Refunds: We will ensure that a full refund of enrolment fees will be offered if a course is cancelled by us. If a student fails to attend a scheduled course with less than 48 hours notice of inability to attend, the course fees will be forfeited. If a student can provide 48 hours notice or greater of their inability to attend they can reschedule to another course without penalty. Students in exceptional circumstances can make application for special consideration to the Heightsafe Solutions Administration Manager.

Please direct any of these enquiries initially to our Administration Manager, phone 1300556732, or email; training@heightsafesolutions.com.au

Approved by: Jon McQuade – Director
Heightsafe Solutions

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