



Refund and Exchange Policy

AGS Student Handbook Extract

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The contents of this handbook are accurate at the time of publication and are updated regularly to ensure that the information remains current. Enquires about any information contained in this booklet should be directed to ASTRA Group Services Pty Ltd (ASTRA) by contacting:

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Amendment Page

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|----------|-----------|-------------------------------|---------------------------------|
| 2018 | Version 1 | Original Version (extract) | Extracted and reviewed by BJ |
| 24.08.23 | Version 2 | Updated | Updated by KW |
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INTRODUCTION

This handbook provides you, the student, with information that is important to the payments and financial commitments with ASTRA.

ASTRA is a Registered Training Organisation (RTO# 31544) and as such maintains compliance with the Standards for Registered Training Organisations (RTO's) 2015'. These standards are available at <http://www.asqa.gov.au/>.

ASTRA is registered to deliver, assess and issue nationally recognised Qualifications and Statements of Attainment (SoA) within the Australian Qualifications Framework (AQF) and Standards for RTO's 2015' requirements. Details about the AQF are available at <http://aqf.edu.au>.

Cancellation and Refund Policy

ASTRA has a fair and reasonable refund policy which ensures that all students have the opportunity to receive a refund if requested.

Our objective is to ensure that, when required, a fair and equitable system for the refund of training course fees is available to clients.

We achieve this by confirming that any training activities undertaken by ASTRA will be subject to a staged refund of course fees as per the conditions outlined below. Fee refunds may take up to 30 days from date of approved application and will be paid to the learner in the form of a bank transfer.

Refunds

ASTRA will refund the **full course fee** if:

- The course has been cancelled by ASTRA and the student elects not to reschedule
- The student cancels up to seven (7) days before course commencement

ASTRA will charge a **\$55** cancellation fee if:

- The student cancels within six (6) days before course commencement

ASTRA will retain **75%** of the course fee if:

- A course with online learning/assessment components is commenced or within 1 week of receiving an enrolment confirmation email (whichever is first)

ASTRA will retain **50%** of the course fee if:

- The student cancels within four (4) days before course commencement

ASTRA will retain **100%** of the course fee if:

- The student cancels less than two (2) days before course commencement, or
- The student does not attend the course
- The student departs the course once they have commenced

Funded Training Refunds

Cancellations by clients or students prior to any funded course may incur the following administration charges:

- **25%** of the original course fee (exclusive of funding) for cancellation made between two (2) and four (4) business days before course commencement;
- **75%** of the original course fee (exclusive of funding) for cancellation made less than (2) business days;
- **100%** of the original course fee (exclusive of funding) if the student does not attend the course without cancellation or they depart the course once they have commenced. Student non-attendance or early departure from the course will also result in the full cost of the original course fee (plus GST if applicable) being charged.

In all cases of cancellation prior to course commencement, a substitute may be nominated to attend the original course without penalty.

Enrolment is accepted on the basis that ASTRA will not be held liable for costs incurred due to course cancellation or rescheduling. ASTRA endeavours to give advice as early as possible of any course changes*.

**Course dates are subject to change without prior notice and ASTRA make every attempt to be fair and flexible with changes where possible.*

Workplace Based Training

ASTRA will charge a \$450 cancellation fee if:

- The site visit or scheduled virtual classroom session is cancelled or not attended on the day of training

ASTRA will charge a \$99 cancellation fee if:

- The site visit or scheduled virtual classroom session is cancelled within 24 hours

In all cases of cancellation prior to course commencement, a substitute may be nominated to attend the original course without penalty.

Enrolment is accepted on the basis that ASTRA will not be held liable for costs incurred due to course cancellation or rescheduling. ASTRA endeavours to give advice as early as possible of any course changes*.

**Course dates are subject to change without prior notice.*

LEGISLATION

The framework we operate within is founded upon principles from the following:

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|---------------------|--|
| Organisation | <ul style="list-style-type: none"> • AIMS (ASTRA Integrated Management System) |
| Standards | <ul style="list-style-type: none"> • ISO 9001 Quality management systems • Standards for RTOs 2015 <ul style="list-style-type: none"> ○ ASQA –Standards for Continuing Registration ○ AQF - Implementation Handbook |
| Commonwealth | <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Disability Discrimination Amendment (Education Standards) Act 2005 • Freedom of Information Act 1982 • Privacy Act 1988, Racial Discrimination Act 1975 & Age Discrimination Act 2004 • 2005-2008 Commonwealth-State Agreement for Skilling Australia's Workforce • Copyright Act 1968 • Work Health and Safety Act & Regulations • Competition and Consumer Act 2010 |
| Queensland | <ul style="list-style-type: none"> • Workplace Relations Act; • Anti-Discrimination Act 1991 • Disability Services Act 2006 • Coal Mining Safety & Health Act 1999 & Regulations 2017 • Mining and Quarrying Act 1999 & Regulations 2017 • Information Privacy Act 2009 |