



Refund and Exchange Policy

AGS Student Handbook Extract

Table of Contents

1.	Introduction	4
2.	Cancellation and refund policy	4
2.1.	ASTRA will refund the full course fee if:	4
2.2.	CSQ funded training	4
3.	ASTRA Privacy Policy & Internet Merchant Policy and Procedure	Error! Bookmark not defined.
4.	Legislation	5

Preface

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:

ASTRA Group Services Pty Ltd

Phone: +61 7 3205 0600

Fax: +61 7 3205 0633

Post: PO Box 5527 Brendale BC, Qld 4500

Email: training@astragroup.com.au

Web: www.astragroup.com.au

Amendment Page

2018	Version 1	Original Version (extract)	Extracted and reviewed by BJ

1. INTRODUCTION

This handbook provides you, the student, 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>.

2. 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.

2.1. 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 five (5) business days before course commencement.

ASTRA may retain 25% of the course fee if:

- The student cancels within five (5) business days before course commencement

ASTRA may 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 without cancellation
- The student departs the course once they have commenced

2.2. CSQ FUNDED TRAINING

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

- **25%** of the original course fee (exclusive of CSQ funding) for cancellation made between two (2) and four (4) business days before course commencement;
- **75%** of the original course fee (exclusive of CSQ funding) for cancellation made less than (2) business days;
- **100%** of the original course fee (exclusive of CSQ 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.*

3. LEGISLATION

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

Organisation	<ul style="list-style-type: none">• Operations Manual
Standards	<ul style="list-style-type: none">• ISO 9001:2000• NVR 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">• Commonwealth Disability Discrimination Act 1992• 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• Vocational Education, Training and Employment Act 2000• Work Health and Safety Act & Regulations• Trade Practices Act 1974
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 2001• Mining and Quarrying Act 1999 & Regulations 2001• Information Privacy Act 2009
Western Australia	<ul style="list-style-type: none">• Mining Act 1978 & Regulations 1981

Trevor Jones

Director


