

FEES AND REFUND POLICY

COURSE PAYMENTS AND CONFIRMATION

- To ensure a place in a course, all invoiced fees must be paid in full upon enrolment unless alternative payment terms have previously been agreed between the Learner and Adelaide Training & Employment Centre (ATEC).
- No more than \$1500.00 can be paid in advance by learners for any AQF courses prior to commencement, or at any time throughout the course.
- Short course bookings are to be paid in full prior to course commencement.
- Confirmation of bookings will be provided in writing to the learner/client once bookings and payments (where applicable) have been confirmed.
- Courses may only be run subject to minimum enrolment numbers being met.
- For organisations working under a purchase order system, the booking will not be confirmed until a purchase order number has been provided.

Payment Options

Payments can be made by cash, cheque, credit card (Visa & MasterCard only), electronic funds transfer and or direct debit (payment plan arrangements). Please contact ATEC on 1300 112 832 to discuss any payment option and any necessary requirements.

TERMS AND CONDITIONS

- Standard payment terms are as per the due date on ATEC invoices. Where individuals negotiated a payment plan / instalments via direct debit, these payments will automatically be deducted.
- Overdue or unavailable funds from direct debit arrangements may result in training to be suspended or cancelled. Additional debt recovery fees may apply.
- The issuance of a qualification or Statement of Attainment may be withheld until all fees are paid, where applicable.

REFUNDS & FEES

Cancellations / Withdrawals

- If ATEC cancels or postpones a course, wherever possible the learner/client will be notified in writing at least one week prior to commencement. The learner/client will be offered the opportunity to reschedule, or a full refund of all fees paid will be processed within 30 days of cancellation.
- All cancellations or withdrawal notifications must be made in writing via email to bookings@atec.asn.au
- On receipt of written requests to cancel 7 or more business days prior to the scheduled course commencement date, a full refund of any fees paid will be refunded within 30 days.
- No refunds or transfers will be made less than 7 business days of notification prior to the scheduled course commencement date.
- No refunds or transfers will be available for non-attendance to a course, without notification, unless exceptional circumstance can be provided. This will be at the discretion of ATEC.

Additional Fees

- If a learner is deemed Not Yet Competent upon completion of a course, further costs may be applicable for any additional training.
- Debt recovery fees may apply on overdue accounts.

Fee Complaints/Disputes

Any complaints or disputes regarding refunds are to be put in writing and referred to the Compliance and Risk Manager for handling in accordance with our Learner Complaints Resolution Procedure (SUP-PRO-DOC-010.1); a copy is available on the ATEC Website.