



# Course Fee Cancellation & Refund Policy

## PURPOSE

This policy identifies A Plus Boss has a transparent and efficient Course Fee Refund Policy and outlines the circumstances where a student can request a refund of course fees paid.

## PRINCIPLES

A Plus Boss recognizes that from time to time a refund of course fees may be required for specific student cases. In most cases though, enrolment fees are non-refundable once the course/training has commenced.

## RIGHT TO DENY ADMISSION

Admission to A Plus Boss is open to public without regard to their race, color, religion, sex, age, disability, ethnicity, marital status, genetic information, sexual orientation, national origin, or veteran's status. A Plus Boss reserves the right to refuse admission to any applicant in its sole discretion and determination.

In making its determination, A Plus Boss may consider not only the applicant's academic record and qualifications, but also the applicant's character and personality.

A Plus Boss reserves the right to deny re-admission to applicants who violated academic integrity and/or failed to make academic progress as outlined in the Academic Catalog. Applicants for re-admission may be required to document improvement of circumstances prior to enrollment.

## COOLING OFF PERIOD

A Plus Boss does provide a **cooling-off period (7 business days)** during which time a student can change their mind about undertaking training.

The cooling-off period begins on the first business day after the part/full payment of fees is made. A student can cancel their enrolment/withdraw during this period with option of

1. transferring the ownership to a third party which have verified by A Plus Boss and payment will be refund within 10 business days after the third party has made full payment to A Plus Boss.
2. A cancelation charge of 10% of total payment will apply to cover fixed cost commitments and administration costs.

This **cooling off period is exempt** to those enrolments where the student has booked themselves into an allocated session and paid fees, then

- ✓ fails to attend the session or
- ✓ cancels/withdraws from the session less than seven (7) business days before the booked session is due to commence.



## NO REFUNDS DUE TO DISCIPLINARY ACTIONS

If A Plus Boss becomes aware of a student participating in fraudulent activities such as cheating or plagiarism on assessments:

- ✓ the student's enrolment will be cancelled.
- ✓ the student will forfeit all monies paid, and
- ✓ the student will not be issued a Statement of Attainment or Qualification.

## REFUND APPLICATION PROCEDURE

A student may apply for a refund by writing to A Plus Boss at [account@aplusboss.com](mailto:account@aplusboss.com) All applications will be assessed on a case-by-case basis and the following information will need to be provided:

- ✓ Name of student
- ✓ Course enrolment details
- ✓ Reasons for refund request
- ✓ Relevant documentary evidence (for example a medical certificate, especially in cases of extenuating circumstances) is required.

All refund applications will be assessed and processed within 10 business days of the application being received by A Plus Boss. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where that occurs.

## REFUND CIRCUMSTANCES

Details	Arrangements
<p>Cancellations with sufficient and reasonable notice - Cancellations are accepted up to <b>seven (7) business days prior to the course start date</b> provided the requests are submitted in writing.</p>	<p>If the condition is met, the student will be provided with option of</p> <ol style="list-style-type: none"> <li>1. transferring the ownership to a third party which have verified by A Plus Boss and payment made will be refund within 10 business days after the third party has made full payment to A Plus Boss; or</li> <li>2. A cancelation charge of 10% of total payment will apply to cover fixed cost commitments and administration costs.</li> </ol>

<p><b>Non-attendance and cancellations with short notice</b></p>	<p>If a student does not attend their scheduled course or provides notice of non-attendance which is less than seven (7) business days from the start date,</p> <ol style="list-style-type: none"> <li>1. A cancellation charge of 20% of total payment will apply to cover fixed cost commitments and administration costs; or</li> <li>2. no refund will be provided.</li> </ol>
<p>Conditions for re-scheduling course attendance</p>	<p>In situations where a student is able to notify A Plus Boss, within the seven (7) business day requirement of their non-attendance at a scheduled course are <b>available to Re-schedule to an alternative date.</b></p> <p>If the student makes the choice to re-schedule the course to an alternative date, they must <b>undertake the course within two years of the original course date.</b></p>
<p>Student has paid fees, <b>has not been enrolled</b> in a course/unit of competency, <b>has not commenced</b> any learning activity, and then <b>withdraws after the cooling off period.</b></p> <p>Student has paid fees, <b>has been enrolled</b> in a course/unit of competency and <b>has not commenced</b> any learning activity, then <b>withdraws after the cooling off period.</b></p>	<p>If the condition is met the student will be provided with option of</p> <ul style="list-style-type: none"> <li>• transfer the ownership to a third party which have verified by A Plus Boss and payment will be refund within 10 business days after the third party has made full payment to A Plus Boss; or</li> <li>• A cancellation charge of 20% of total payment will apply to cover fixed cost commitments and administration costs.</li> </ul>
<p>Student has paid fees, <b>has been enrolled</b> in a course/unit of competency, <b>has not commenced</b> any learning activity, and then <b>enrollment is rejected by A Plus Boss.</b></p>	<p>A Plus Boss will proceed for full refund within seven (7) working days with details provided.</p>



<p>Student has paid fees, been enrolled in a course/unit of competency, has engaged in learning activity, and then withdraws, <b>after</b> the cooling off period.</p>	<p>No refund given.</p> <p><b>Note: This includes a student who <i>found to not meet the conditions for enrolment</i>.</b></p>
<p>Student withdraws due to extenuating circumstances (financial and/or personal hardship beyond their control) after engaging in learning activity.</p>	<p>No refund given.</p> <p><b>Note: This includes a student who <i>found to not meet the conditions for enrolment</i>.</b></p>
<p>In the event A Plus Boss is unable to commence the course for which the original enrolment and payment have been made.</p>	<p>A Plus Boss will placement in an appropriate alternative date of commencement, as per the student’s preference.</p> <p>No administration fee will be applied to process the reschedule application.</p>

## REFUND PAYMENT METHODS

In circumstances where a refund of student fees applies, A Plus Boss will utilize the following methods of refund:

- Where the original fees were received by A Plus Boss via direct deposit, the refund will be via a direct deposit to the bank account provided.
- Where the original fees were received by A Plus Boss via credit card, an additional 3% of total payment will be charge as admin cost before the refund proceed via a direct deposit to the bank account provided.

## RECORDS MANAGEMENT

Records relating to student fees, including invoices, receipts and refunds, for each student are maintained in the relevant A Plus Boss student management and financial management systems. These are maintained as the official and auditable records for all fees, charges and refunds.