

KG Training and Assessing (KGTA) is committed to ensuring there is a fair process for dealing with refunds when a party/candidate has made payment for a booking in a course, assessment or VOC:

**Definitions:**

KGTA - KG Training and Assessing.

Booking - Is interchangeable with enrolment/enrolled

Activity - Activity that has been booked, including but not limited to - courses (public schedule or private), VOCs, assessments, RPL or any combination of such activities

VOC - Verification of Competency

RPL - Recognition of Prior Learning

Item	Policy
1.	<p><b>Cancellations and Refunds</b></p> <p>Where a party wishes to cancel a booking, a full refund will be given where a minimum of five (5) business days' notice from a face to face activity has been provided to KGTA in writing.</p> <p>Where less than five (5) business days' notice of a cancellation has been given, all fees paid will be non- refundable, including but not limited to situations where:</p> <ul style="list-style-type: none"> <li>• A candidate is late for their activity for any reason</li> <li>• A candidate arrives for an activity but has not completed an entry requirement of the booking (e.g. mandatory study).</li> <li>• A candidate withdraws from their booking after it has commenced</li> <li>• In the event that a candidate is late, or an entry requirement has not been completed the candidate will not be permitted to attend the activity.</li> </ul> <p>If a candidate is unable to attend an activity due to illness or injury, a medical certificate will be required in order to consider a refund the booking. We will only accept medical certificates from registered medical practitioners; certificates from pharmacists or other health practitioners will not be accepted.</p> <p>In accordance with the 2016 revision of the AMA Medical Certificate Guidelines, we will not accept medical certificates from online medical certificate service providers unless the certificate was issued during a face to face consultation or there is a pre-existing doctor-patient relationship. Any certificate that does not meet these requirements will not be accepted.</p> <p>Inability to attend the activity for any other reason will be judged on a case by case basis and proof of circumstances will be required.</p> <p>Although the request can be made, without providing 5 business days notice there is no guarantee that a refund will be approved, even with the provision of a medical certificate or other proof of circumstances as appropriate.</p> <p>Any party wishing to request a refund may do so in writing to KG Training and Assessing, PO Box 2111 Rockingham DC WA 6967, or via email to <a href="mailto:admin@kgtraining.com.au">admin@kgtraining.com.au</a>. Requests for a refund that is approved by KGTA will be processed within four (4) weeks of being received.</p>
2.	<p><b>Transfers</b></p> <p>Where a party wishes to transfer to an alternative date or an alternative activity,</p>

	<p>the transfer will be granted where a minimum of five (5) business days' notice from a face to face activity has been provided to KGTA in writing.</p> <p>Where less than five (5) business days' notice of a transfer has been given the request may or may not be granted depending on the circumstances. If the transfer is granted all fees paid will be non- refundable and no further transfers will be granted for any reason.</p> <p>If a candidate requests the transfer due to illness or injury, a medical certificate will be required in order consider transferring the booking. We will only accept medical certificates from registered medical practitioners; certificates from pharmacists or other health practitioners will not be accepted.</p> <p>In accordance with the 2016 revision of the AMA Medical Certificate Guidelines, we will not accept medical certificates from online medical certificate service providers unless the certificate was issued during a face to face consultation or there is a pre-existing doctor-patient relationship. Any certificate that does not meet these requirements will not be accepted.</p> <p>A transfer request for any other reason will be judged on a case-by-case basis and proof of circumstances will be required.</p> <p>Although the request can be made, without providing 5 business days notice there is no guarantee that a transfer will be approved, even with the provision of a medical certificate or other proof of circumstances as appropriate.</p> <p>A transfer will not be granted where a candidate does not arrive or is late for the activity; or where the candidate arrives but has not completed an entry requirement of the booking (e.g. mandatory study). In the event that a candidate is late, or an entry requirement has not been completed the candidate will not be permitted to attend the activity.</p>
<p><b>3.</b></p>	<p><b>Reassessment</b></p> <p>Where a candidate is deemed to be not yet competent following an assessment they are able to attend a further two (2) assessments at no extra cost; these assessments will be at a time arranged by KGTA. If a candidate's booking has been transferred prior to being deemed to be not yet competent, they will only be able to attend one (1) further assessment at no additional cost, at a time to be arranged by KGTA.</p> <p>If ultimately the candidate is unable to achieve competency, all fees paid for the booking will be non refundable, excepting any fees paid to make an application to WorkSafe for high risk work licence.</p>
<p><b>4.</b></p>	<p><b>Substitute Participants</b></p> <p>A replacement participant may be allowed at no extra charge provided that KGTA staff receive notice before commencement of any face to face activity.</p> <p>Where the booking has a mandatory pre-course study component, KGTA must be notified of the replacement participant and their contact details in order to provide the replacement participant with the required study. A replacement participant will not be permitted if there is not sufficient time for them to complete the study prior to any face to face activity. If KGTA do not allow a replacement participant no refund will be granted for the booking.</p>
<p><b>5.</b></p>	<p><b>Transfers and Cancellations made by KGTA</b></p> <p>KGTA reserves the right to cancel or transfer activity dates due to unforeseen circumstances, up to and including the day prior to commencement of face to face activities. Candidates scheduled to attend these activities will be notified by phone/SMS or email advising of the changes, including where a full refund of fees paid will be offered or alternative arrangements will be made.</p>

	If KGTA is unable to offer the booking, the refund will be processed within two (2) weeks.
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