


<p>Aged and Community Services Association of NSW & ACT</p> <p>Fees and Refunds</p>		<p>LC 08LD</p>  <p>Aged & Community Services Association of NSW & ACT Incorporated ABN: 13 737 853 254</p>
<p>Section(s) Revised: 1, 3.4, 3.6.3, Reviewed: 24/11/99; 26/11/02, 11/03/04; 15/3/08</p>		<p>Page: 1 of 3</p>
<p>Authorised By: Learning & Development Manager</p>	<p>Issued To: Learning Centre Staff</p>	

1. Overview


The ACS Corporate Strategic Plan and budget sets out financial objectives that must be reflected in all fee for service services offered to members. This policy has regard for rural and regional members, ensuring they are not disadvantaged by geographic location.

2. Policy

All participant fees paid to the ACS Learning Centre will be subject to the refund policy, which is fair and equitable.

3. Protocol

- 3.1 The fees payable for the training services appear on the course marketing material. There are different rates available for ACS Members and Non-Members, both are offered an Early Bird and Standard rate for relevant courses
- 3.2 Early Bird Rate
 - 3.2.1 This rate applies if the participant provides a registration form and payment for the course three weeks prior to the commencement date of the course.
 - 3.2.2 Faxed registrations will only attract the Early Bird rate if accompanied with a copy of the cheque.
- 3.3 Standard Rate
 - 3.3.1 This rate applies if the participant provides a registration and payment for the course within three weeks before the commencement date of the course.
 - 3.3.2 Faxed registration will be accepted, but participants will not be confirmed until the payment has been received.
- 3.4 Discount Rate
 - 3.4.1 A discounted rate applies from the third participant from the SAME facility, on a per course basis.
 - 3.4.2 A further discount may apply at the discretion of the Learning & Development Manager for Member organisations that enquire about group bookings for 5 or more participants from the same facility on a per course basis.
- 3.5 On the day enrolment
 - 3.5.1 If a participant is not registered and attends a course they must complete a registration form with the name and address of the organisation or own personal details written clearly and an invoice will be issued within 5 working days from the commencement of the course.

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3.6 Refunds

3.6.1 Course Cancellation

- If a course is cancelled a full refund will be paid to the person or organisation that paid for the course.

3.6.2 Withdrawal

- Withdrawal from a course should be provided in writing via fax. The date of notification will be established from the date marked on the fax by the fax machine.
- Verbal notification will not be accepted, unless accompanied by a fax within 24 hours of the phone call.
- If a participant withdraws before the commencement of the course a replacement participant from the same facility is welcome to enrol to avoid refunds.
- The Learning & Development Manager has the discretion to grant a full refund in exceptional circumstances. Appeals must be in writing and accompanied by relevant documents ie. A Doctors Certificate

3.6.3 Refunds are subject to the conditions outlined below:

Category 1 –14 days or less prior

Should a participant withdraw from a course 14 days or less prior to the commencement date of the course no refund will be payable. Exceptional circumstances will be considered at the discretion of the Learning & Development Manager if received in writing, although a replacement member participant is welcome.


Category 2 – more than 14 days prior

If a participant withdraws from a course 15 days or more before the commencement of the course a refund will be issued less an administration fee of \$55.00.

Category 3 – Failure to attend without notice

ACS determines course viability and organises catering based on the number of registered participants. ACS will not be held liable for change in the organisational or individual circumstances that prevent attendance. No refunds of transfers will be considered.

If a medical certificate can be produced, ACS may refund the course fees less an administration fee of \$55. This is at the discretion of the Learning & Development Manager.

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3.7 Refund payments

All refund payments will be made by cheque to the person or organisation that paid for the course. Refunds are processed at least on a monthly basis.