

Refund Policy & Procedure

Policy Number	1.6
Responsible Manager	Sarah Wrzeszczynski
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Approved by	Colin Frick
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Purpose

IFA is committed to providing quality training and consultancy/facilitation services to a range of individuals and organisations. This policy is developed to provide information on the rights of participants and organisations in relation to the refund of fees for the workshop which they have enrolled in.

Definitions

- Applicant
An applicant is any participant or organisation who enrolls in, or books a workshop on behalf of themselves, a group or organisation
- Administration Fees
Expenses relating to the administration of a workshop, incurred by IFA in relation to providing training to an applicant
- Responsible Officer
Staff named under 'Responsibilities'
- Confirmation
A confirmation notification detailing the services provided by IFA including any other information relevant to the service/workshop
- Refund
The amount refunded taking into account any administration fees
- Workshop
Any training program, facilitation service or workshop provided by IFA

Policy

1. Payment of Fees

By enrolling in an IFA workshop all applicants are bound to the payment of the workshop fees. Confirmation notification will be provided after payment has been received. A 10% discount applies to registration and payment received 1 month prior to the scheduled workshop date.

2. Notice of withdrawal

Any applicant who has enrolled in a workshop may, with written notice to IFA, withdraw up to 14 business days in advance of the scheduled workshop start. In this circumstance, the applicant will be entitled to a refund of the total amount less Administration Fees of \$50.00 or enrolment in a future workshop.

3. Cancelled Workshops

IFA reserves the right to cancel workshops due to insufficient registrations or conditions beyond its control. Notification of any cancellation will be made as early as practical and include a full refund or enrolment in a future workshop. Refunds will be issued as early as practicable or within 40 business days. IFA will not be responsible for any travel or accommodation costs incurred.

4. Medical or Personal Hardship

Applicants who are unable to complete a workshop and can provide a medical certificate or show extreme personal hardship may be granted enrolment in a future workshop. In these circumstances the applicants must advise IFA in writing as soon as possible. IFA will determine if any fees are refundable and the portion of the refund on an individual basis.

Responsibilities

The Manager of Business Services will be responsible for:

- The collection of fees
- Processing any refunds

The Learning & Development Department will be responsible for:

- Maintaining enrolment records
- Maintaining accreditation records
- Reporting withdrawal notices to management and determining any refunds/enrolment in future workshops

Procedure

1. Participant to advise IFA staff/facilitator in writing of intention to withdraw including details and/or providing evidence (if applicable) within 14 business days of the scheduled workshop start
2. IFA staff to liaise with applicant regarding outcome
3. Manager of Business Services will process refund