



Transfer, Cancellation and Refund Policy

The following Transfer, Cancellation and Refund Policy applies to all learners attending a course with Australian Statewide Education and Training T/A Revive2Survive First Aid Training where payments have been received by individuals or companies.

1.0 COURSE CANCELLATIONS (APPLICABLE TO ALL BOOKINGS):

1.1 REFUND OF MONEY: A refund of the course fee will be available on cancelled bookings when a minimum of three (3) business days' notice is given. Cancellations must be received by the office in writing at firstaid@revive2survive.com.au or by speaking to the office staff between 9am – 3pm Monday to Friday. No refund will be issued if a cancellation is made less than three (3) business days prior to the scheduled training session. The business will offer a change of date or transfer into an existing session.

1.2 TRANSFER INTO ANOTHER TRAINING SESSION: Individuals can transfer into another session if a minimum of 24 hours or one (1) business day notice is provided. Individuals are only entitled to a maximum of two (2) transfer. These transfers must be made before the training session and received by the office in writing at firstaid@revive2survive.com.au or by speaking to Revive2Survive First Aid Training staff between 9am – 3pm Monday to Friday.

1.3 NO REFUND OR TRANSFER: No refund or transfer will be issued for;

- non-attendance with no prior notice provided, or after a course has commenced,
- learners who start a course but leave before finishing the course,
- learners who forget, or do not show up to a scheduled training session,
- learners who do not complete the practical or theory assessment components within the allocated timeframe after the training course.
- No refund or transfer will be provided if the learner cancels on the day of training.

1.4 No refund will be available on any hard copy workbook/s once taken from the office.

1.5 If Revive2Survive First Aid Training cancels a course or changes the schedule time or date which does not suit the individual, a **full refund will be issued**.

2.0 INDIVIDUAL BOOKINGS: (Public Bookings)

2.1 Payments will not be refunded if less than three (3) business days' notice is given. Transfer to alternate training sessions will be offered; no more than two (2) transfers will be accepted for any individual. Transfers must be completed within 30 days from the original course date. All responsibility lies with the participant to arrange a transfer before the credit becomes invalid.

2.2 No transfer will be offered if a learner;

- does not attend a scheduled session,
- does not provide any notice of non-attendance,

Revive2Survive First Aid Training requires notice prior as per **1.2**.

2.3 If a learner attends a training session without making payment prior, they have strictly seven (7) days from the training date to make full payment. If no payment is received, the qualification is invalid, and the learner will need to reattend a training session.



3.0 GROUP BOOKINGS: (Company invoice or individual payments)

3.1 Group bookings: Participants paying individually

- 3.1.1** All payments must be received by the office no less than three (3) business days prior to the course date. Should payment not be received, or the agreed minimum number of learners have not been reached by the close off date, the course may be postponed to an agreed date or cancelled. No payments will be accepted on the day of training without prior authorisation from Revive2Survive.
- 3.1.2** A refund of course fees will be available on cancelled bookings when a minimum of three (3) business days' notice is given. An alternative training date will be offered if less than three (3) business days' notice is given. Individual bookings will be transferred to the new training date.
- 3.1.3** If an individual attends a training session booked in by their employer, but they were required to make full payment before the training session and have not done so, they have strictly seven (7) days from the training date to make full payment. If no payment is received by invoice or EFT, the qualification is invalid, and the individual will need to reattend another training session.

3.2 Group bookings: Company Invoice:

- 3.2.1** For groups of 10 or less a company invoice will be issued based on confirmed participant numbers provided at the time of the course booking. For private courses Revive2Survive First Aid Training has a **minimum charge of 10 participants** (unless other negotiated). If the number of attendees falls below the agreed minimum there will be no transfers or credits provided to those who have not attended the scheduled training session. It is the responsibility of the company organiser to notify Revive2Survive First Aid Training no less than three (3) business days prior of any changes to participant numbers.
- 3.2.2** Transfers will be provided for business' who have paid for above and beyond the minimum number and those staff were unable to attend. Participants will be offered the opportunity to attend an alternative course; this training must be completed within 30 days from original course date. All responsibility lies with the organiser to arrange further training before the credit becomes invalid.
- 3.2.3** For groups of more than 10 attendees a company invoice will be issued following training for those than attended. For private courses Revive2Survive First Aid Training has a **minimum charge of 10 participants** (unless other negotiated). It is the responsibility of the company organiser to notify Revive2Survive First Aid Training no less than three (3) business days prior of any changes to expected participant numbers.
- 3.2.4** Payment is required before accredited certificates are issued. Payment terms are strictly seven (7) days from date of invoice.
- 3.2.5** When a minimum of three (3) business days' notice is given to cancel a course, **a refund of any course fees paid prior will be issued**. An offer to transfer the scheduled session to another training day or time will also be available.
- 3.2.6** Payments will not be refunded if less than three (3) business days' notice is given to cancel a course. Transfer to an alternate date will be offered; no more than two (2) transfers will be accepted for any business. Revive2Survive First Aid Training requires 48 hours' notice for a company transfer. Transfers must be completed within 30 days from the original course date.



4.0 UNUSUAL CIRCUMSTANCES:

Each individual or Company has the right to request a transfer or refund due to unusual circumstances. This must be received by the office in writing at firstaid@revive2survive.com.au or by speaking to our office staff between 9am – 3pm Monday to Friday. The outcome is at the discretion of Revive2Survive First Aid Training and the final decision will be made by Revive2Survive First Aid Training; all decisions made are final.