

Forkpro Australia – Standard Operating Procedure

SOP Name: Cancellation and refund policy and procedure	Written by: Jo Pritt Reviewed by: Michelle Mitchell Approved by: Todd Brennan
SOP Number: SOP 20 Revision number: V1.5	Date written: 25/10/13. Date of last review: 06/03/2019 Review date: 06/03/2020.

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Scope: To ensure compliance with Standards for RTO's Clause 5.3

Objective: To define the process for cancellations and refunds and ensure individual learners are provided with all relevant information regarding cancellation and refund policies prior to enrolment.

Refund and Cancellation Policy:

Forkpro Australia operated as a business to business (B2B) only RTO. This means that students are booked into courses via a business allocated co-ordinator. Students are not required to pay any fees, they are sponsored by their employer. The employer is invoiced for cost of course after the completion of the courses

IT IS NOT FORKPRO AUSTRALIA'S POLICY TO COLLECT FEES DIRECTLY FROM STUDENTS.

IT IS NOT FORKPRO AUSTRALIA'S POLICY TO COLLECT FEES PRIOR TO COMMENCEMENT OF TRAINING.

Course Cancellation by Forkpro Australia

In some circumstances Forkpro Australia may be forced to cancel or re-schedule a booked course (eg. Trainer/resources suddenly unavailable, insufficient number of students). When this occurs Forkpro Australia will notify students (or client) as soon as

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possible. Students (or clients) will be advised no later than 2 days prior to course commencement of the course (unless exceptional circumstances apply).

Where this occurs, students (or clients) can either:

1. Choose to not continue with scheduled training course and a full refund will be provided for any fees paid
2. Re-schedule course

In the event of a cancellation during a course, alternate dates will be provided to coordinator to re-commence course.

In the event that a course is being run by Forkpro Australia or by another organisation (on Forkpro Australia's behalf), and Forkpro Australia or the other organisation closes or ceases to deliver the course in which the student/client is enrolled in, Forkpro Australia must issue a full refund for any fees paid.

Student/Client Cancellation and Re-scheduling

This policy applies to students who are already booked into a course or to a person responsible for student fees and charges.

Cancellation or re-scheduling must occur 7 days or more before the commencement of a course. If a cancellation or re-schedule occurs within 7 days of the commencement of the course, the employer will still be invoiced for the course.

Cancellation of a High Risk Work assessment within 48 hours of the arranged time, or the failure of a trainee to bring ID or learning records will incur a cost for re-booking.

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Another trainee may be substituted at any time before the start of the course should the enrolled student not be able to attend. Forkpro Australia should be informed before the course commences.

Cancellation or Re-scheduling due to medical condition or exceptional circumstances

A student/client may cancel or re-schedule a course within 7 days of the commencement of a course without charge in the event of an unforeseen medical condition or exceptional circumstances (eg. death in family). A medical certificate will be required in the event of illness.

Procedure:

Forkpro Australia's cancellation and refund policy is available on:

1. Booking Confirmation Form: this form is issued to each client. A booking is not confirmed until the completed and signed form is returned
2. Enrolment Form: the student is required to sign this form indicating their understanding of this information.
3. Pre-enrolment Booklet
4. Cancellation and Refunds Policy is available via our website www.forkpro.com.au