

Refund Policy

Policy

Effective Date: 11 June 2024

Review Date: 2025

At Healthy Business Training Academy PTY LTD, we understand that there may be occasions when you need to request a refund. Our fee management and administrative systems ensure that refund applications are processed promptly, and funds are available to cover approved requests.

Most of our programs allow for payment in instalments, limiting the advance payment of self funded student fees to \$1500.

In cases of withdrawal, the Director may offer goodwill refunds outside the standard policy to address special circumstances.

This policy outlines the conditions for refund applications and the potential outcomes. Healthy Business Training Academy complies with Australian Consumer Law regarding Fair Trading.

Refund Options:

At our discretion, we may offer a proportional refund, noting that all fees include a non-refundable deposit to cover admin or workshop costs.

The Director may waive fees for refund applications under Extenuating Circumstances if no training and assessment has taken place, however this does not guarantee a refund.

Refunds for fees paid by credit card or third party will be made directly to the cardholder or third party, not to the student.

Corporate Clients can transfer fees to another candidate for a \$200 admin fee, provided no training resources have been received or assessments submitted.

Cooling Off and Full Refund Periods:

All Delivery Programs: A 14-day cooling-off period applies unless training has commenced or assessments submitted. No refund for units in which training has commenced.

Funded Programs: Co-payments follow the same terms as unfunded programs.

Training with an HBTA approved Third Party Training Organisation:

- The Third Party Training Organisation is liable to refund you, and you would need to follow their refund procedure.

Exceptional Circumstances:

- Written applications for refunds under exceptional circumstances (bereavement, hospitalisation, relocation) may be considered. Employment is not considered an exceptional circumstance.

Cancellation of Training:

- If a workshop, webinar, or seminar is cancelled by us, we offer deferral, transfer, or alternative delivery. Full refunds are automatically approved if these options are unsuitable.

Full and Advance Payments:

- No more than \$1,500 in advance fees for self funded students is allowed to be collected in any one instance. Instalment payment plans are available. Corporate clients are to pay in full for the training and assessment of their allocated employee.

Payment of Refunds:

- Refund requests must follow the outlined procedure and will be processed within 14 days of application approval. Refunds are paid using the original payment method.

Disputes:

- Disputes are resolved according to our Complaints Policy and Procedures. Appeals may be unsuccessful if policies and legal obligations are met.

Procedures Under This Policy

1. Refund or transfer applications must be in writing.
2. Transfer applications must include a new enrolment form and additional fees.
3. Transfer to another applicant requires written identification and a completed enrolment form.
4. Evidence must support refund applications under exceptional circumstances after the cooling-off period.
5. Refund requests are processed within 14 days of approval.