



# Quality Manual Policy

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<b>Authorised By:</b>	CEO
<b>Page:</b>	1 of 1

## Refund Policy

### Objective

Australian Well Control Centre (AWCC) will issues refunds to different circumstances, the purpose of this policy is to outline the procedure for all students who wish to apply for a refund of course fees. This policy is made available to all students and prospective students.

### OVERVIEW

Australian Well Control Centre (AWCC) undertakes the following policy in regards to fee refunds for students enrolled in AWCC VET programs, and IWCF and IADC programs, in accordance with the RTO rules and the Standards for Registered Training Organisations (RTO's) 2015.

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds and applicable all students enrolled with AWCC as an RTO including courses provided by organisations auspice by AWCC.

### POLICY

All cancellations should be made and submitted in writing. Written cancellations received by participants before the scheduled 10 day cut off period for any Australian Well Control Centre course will receive a full refund. Less administration costs of \$40.00.

As the Australian Well Control Centre course placement is of a premium, written cancellations within the ten day cut off period will incur a 50% course cost cancellation fee.

Rescheduling in writing within the 10 day cut off period will incur an additional administration fee of \$330 including GST.

Participants that fail to show up and have not made prior cancellation arrangements with the Australian Well Control Centre will be charged the full course cost. If the student rebooks the same course, a rebooking fee of \$40 will be charged to the account.

Please allow 28 days for Australian Well Control Centre to refund a cheque to the registered address of the participant or client company.