

	Education & Training Refund Policy People 1 st Programme	Created : May 2016
		Review: May 2020
		Page 1 of 2

Training Courses:

As per SHQ POLICY SER 22:

Applicants for courses are encouraged to register early. An applicant's place in a course is not confirmed until People 1st Programme has received full payment of course fees.

A course will be cancelled (or the dates changed) if minimum numbers have not been confirmed one week prior to the course start. Course cancellations or changes in dates will be notified as soon as possible and a full refund made.

Refund for cancellation, deferral, substitution and no-show at and Professional Development Workshops:

Workshop(s):

The majority of the course fees will be refunded if **written advice** of withdrawal from a workshop is received two weeks before the commencement of face-to-face courses:

1. Cancellation more than two weeks prior to a workshop starting, a full refund less an administration charge of \$50.00 + \$5.00 GST will be made.
2. For a cancellation received less than one week prior to the workshop starting no refund will be made.
3. No-shows at any course will not be refunded. This is similar to late cancellations, but no regard will be given to whether the workshop was full or unexpected arrivals.
4. A substitute may be nominated to attend in place of a participant.

5. If People 1st Programme cancels a workshop all participants will receive a full refund. If a course / workshop is deferred all participants unable or unwilling to attend at the rescheduled time will receive a full refund.
6. An application for a refund for a workshop will be considered in exceptional circumstances. Any request for special consideration must be made in writing to the Manager of People 1st Programme.

eLearning Training Course:

Applicants for People 1st Programme eLearning education are encouraged to register at any time.

An applicant's place in the course is not confirmed until People 1st Programme has received **full payment** for the course.

1. Due to the nature of the programme, participants who do not complete their requested modules within the time frame of three months will not be entitled to a refund.
2. If the participant re-enrols within a period of six months the previously completed modules will be recognised.
3. If the participant withdraws from the programme before commencing the course there will be refund of fees – less a booking charge of \$55.00 (\$50.00 + \$5.00 GST).
4. If the participant is unable to commence the programme, a participant from the same organisation may be substituted at no extra charge.
5. If People 1st Programme terminates the eLearning programme due to technological issues the participant will receive a full refund for all uncompleted modules.

Teaching Modules:

Teaching Modules are available for download once they have been purchased via People 1st Programmes website.

There are no refunds on downloaded items.