



ALT Health Services

althhealthservices@hotmail.com

ABN 883 24048221

Refund Policy and Cancellation

When an applicant accepts a place offered by ALT Health Services and pays the fees, it means a binding contract is created between the student and ALT Health Services. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to ALT Health Services. In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment fees less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by ALT Health Services is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training. Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the learner resources have been dispatched.

There is no charge for a student to transfer to another course with ALT Health Services. If ALT Health Services cancels a course, then a full refund will be made available to whoever paid that course fee.

Please note that administration fees may still apply for the processing of refunds.

Discretion may be exercised by ALT Health Services in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. ALT Health Services may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student in their written request for a refund.

Note: If for any reason ALT Health Services is unable to fulfil its service agreement with a student, ALT Health Services must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.



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Training Conducted on behalf of Workplaces

This policy is not applicable to workplaces with whom ALT Health Services has a separate contract with to provide training services to and where student payments are made in full and directly on behalf of their employees / students as part of their workplace training requirements.

In such cases, direct negotiation has been entered into and agreed to as part of engagement contract between ALT Health Services and said business and as such is treated as a *business in-confidence* arrangement.