

Cancellation and Refund Policy

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Purpose

Agri Training Solutions is committed to ensuring that learners and clients are treated **fairly, transparently, and consistently** in relation to cancellations, withdrawals, and refunds. This policy outlines the organisation's approach to managing cancellations and refunds in accordance with the **Standards for RTOs 2025**, ASQA practice guidance, and relevant consumer protection legislation.

This policy supports informed decision-making and recognises the operational realities of delivering training to **rural and remote agricultural communities**, including travel, weather, and site access considerations.

Scope

This policy applies to:

- all learners enrolled in training delivered by Agri Training Solutions
- corporate and industry clients engaging Agri Training Solutions
- all training products, including first aid and machinery safety units
- cancellations initiated by learners, clients, or Agri Training Solutions

Policy Statement

Agri Training Solutions ensures that:

- cancellation and refund arrangements are **clearly communicated prior to enrolment**
- refund decisions are fair, transparent, and documented
- learners are not charged for training that is not delivered
- cancellation processes do not disadvantage learners who withdraw for legitimate reasons
- refunds are processed within reasonable timeframes

Learner-Initiated Cancellations

Prior to Training Commencement

- Where a learner withdraws prior to training commencement, refunds may be provided in accordance with the terms outlined at enrolment.
- Administrative or booking fees may be retained where costs have already been incurred, provided this has been disclosed prior to enrolment.

After Training Commencement

- Where a learner withdraws after training has commenced, refunds are assessed on **acase-by-case basis**, considering:
 - the portion of training delivered
 - costs incurred

- reasons for withdrawal

RTO-Initiated Cancellations

Agri Training Solutions may cancel or reschedule training due to:

- unsafe conditions identified through WHS or training location risk assessments
- extreme weather or access issues in rural or remote locations
- trainer unavailability due to illness or unforeseen circumstances
- insufficient enrolments

Where Agri Training Solutions cancels training:

- learners are offered the option of rescheduling or receiving a refund
- refunds are provided for any training not delivered
- learners are notified as soon as practicable using appropriate communication channels

Corporate and Group Bookings

For corporate or group bookings:

- cancellation and refund arrangements are outlined in the **Service Agreement** or booking confirmation
- refunds or rescheduling are managed in line with agreed terms
- costs already incurred (e.g. travel, accommodation) may be considered

Special Circumstances

Agri Training Solutions recognises that learners in rural and remote communities may experience circumstances beyond their control, including:

- weather events
- access or travel disruptions
- health or family emergencies

Such circumstances are considered compassionately and may warrant alternative arrangements or refunds.

Refund Processing

- Approved refunds are processed within a reasonable timeframe.
- Refunds are issued using the original payment method where possible.
- Records of refunds are retained in accordance with the **Record Keeping Policy**.

Disputes, Complaints and Appeals

- Learners may lodge a complaint or appeal regarding a cancellation or refund decision.
- All disputes are managed under the **Complaints and Appeals Policy**.

- Learners are not disadvantaged for exercising their rights.
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Roles and Responsibilities

Directors

- Ensure fair and compliant application of this policy.
- Review cancellation and refund decisions where required.

Administrative Staff

- Manage refund requests and documentation.
- Communicate outcomes clearly and promptly.

Trainers and Assessors

- Notify administration of cancellations or disruptions promptly.
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Monitoring and Continuous Improvement

- Cancellation and refund data are reviewed regularly to identify trends or risks.
 - Improvement actions are recorded in the **Continuous Improvement Register**.
 - This policy is reviewed **annually** or when operational or regulatory changes occur.
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Evidence of Compliance

The following records are retained as evidence:

- enrolment and booking records
 - refund requests and decisions
 - financial transaction records
 - complaints and appeals records
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Related Policies and Documents

[Consumer Protection Policy](#)

[Enrolment Policy](#)

[Complaints and Appeals Policy](#)

[Record Keeping Policy](#)

[Risk Management Policy](#)