

CANCELLATION & TRANSFERS POLICY AND PROCEDURES

POLICY

LT Training is committed to providing a fair and transparent process for cancellations and transfers.

This policy should be read in conjunction with the Refunds Policy and Procedures.

PROCEDURES

Student/Client initiated cancellation of course/qualification

The following procedures relate to a student/client initiating cancellation of an enrolment:

- Complete a Cancellation Request Form (Appendix A).
- A full refund will apply if the written request has been received by LT Training more than five (5) days before the course/qualification commences.
- No refund will apply if the written request has been received by LT Training less than five (5) days before the course/qualification commences.
- Where travel and accommodation are required by LT Training to deliver the course/qualification and where these costs have been paid for in advance by LT Training, all associated travel costs will be invoiced to the student/client. No refunds apply.
- Where there is non-attendance at the course/qualification by the student/client without prior consent no refund or credit will apply.

LT Training initiated the cancellation of the course/qualification

The following procedures relate to an LT Training initiating cancellation of a course/qualification:

- LT Training will notify students/clients in writing as soon as practicable.
- Prior to the course/qualification commencing, students/clients may choose to transfer to another relevant course/date at no charge OR receive a full refund of all fees paid.
- Once the course/qualification has commenced should LT Training cancel the remaining course/qualification, the student/client will be notified in writing and provided with a refund for any incomplete units that the student/client has been enrolled into and paid.

Student/Client-initiated transfers of course/qualification

The following procedures relate to a student/client initiating a transfer of enrolment (change of course or date)

- Complete a Transfer Request Form (Appendix B).
- Transfers are not automatic and may attract fees depending on circumstances. These may include but not limited to:
 - When there is a differentiation of course/qualification fees.
 - When the transfer request is received less than five (5) business days before the course/qualification commences, there will be a \$20-00 Administration fee applied.
 - Less than five (5) days' notice and the course/qualification where the student wants to transfer into is 'full,' transfers will not be permitted.
 - Less than five (5) days' notice, the course/qualification where the student wants to transfer into must already have a minimum of two (2) fee-paying students enrolled, otherwise transfers will not be permitted.
 - When the course/qualification has commenced, transfers will not be permitted.
 - Non-attendance at a course/qualification without prior consent from LT Training does not qualify for a transfer.
 - Where LT Training has paid for travel, accommodation in advance for the course/qualification, transfers will not be permitted.

**APPENDIX A
Cancellation Request Form**

STUDENT DETAILS	
Full Name	
Course/qualification	
Contact telephone:	
Contact email address:	
CANCELLATION REQUEST DETAILS	
I wish to cancel my enrolment effective date:	
Reason for cancellation (tick one and provide details)	<input type="checkbox"/> Personal reasons <hr/> <input type="checkbox"/> Work commitments <hr/> <input type="checkbox"/> Medical/health reasons <hr/> <input type="checkbox"/> Compassionate/compelling circumstances/Financial hardship <hr/> <input type="checkbox"/> Other (please specify): _____
Supporting documents attached:	<input type="checkbox"/> Medical certificate <input type="checkbox"/> Official letter/evidence of circumstances (financial hardship) <input type="checkbox"/> Employer letter <input type="checkbox"/> Other: _____
Have you paid your course/qualification fees?	<input type="checkbox"/> YES <input type="checkbox"/> NO
STUDENT DECLARATION	
<p>I DECLARE THAT I HAVE:</p> <ul style="list-style-type: none"> • Read the Cancellation and Transfer Policy and Procedures, and Refund Policy and Procedures • Provided information that is, to the best of my knowledge true and accurate <p>I understand that submitting this form does not guarantee a refund. Any outstanding fees may still apply.</p> <p>Student Signature: _____</p> <p>Date: ____ / ____ / ____</p>	
OFFICE USE ONLY	
Date Received: ____ / ____ / ____ Received By: _____	
<input type="checkbox"/> Decision: <input type="checkbox"/> Approved <input type="checkbox"/> Declined	
Details:	

**APPENDIX B
Transfer Request Form**

STUDENT DETAILS	
Full Name	
Current course/qualification enrolled	
Contact telephone:	
Contact email address:	
TRANSFER REQUEST DETAILS	
I wish to transfer to the following course/qualification	
Reason for transfer (tick one and provide details)	<input type="checkbox"/> Personal reasons <hr/> <input type="checkbox"/> Work commitments <hr/> <input type="checkbox"/> Medical/health reasons <hr/> <input type="checkbox"/> Course/qualification not suitable <hr/> <input type="checkbox"/> Other (please specify): _____
Supporting documents attached:	<input type="checkbox"/> Medical certificate <input type="checkbox"/> Employer letter <input type="checkbox"/> Other: _____
Have you paid your course/qualification fees?	<input type="checkbox"/> YES <input type="checkbox"/> NO
STUDENT DECLARATION	
I DECLARE THAT I: <ul style="list-style-type: none"> • Have read the Cancellation and Transfer Policy and Procedures, and Refund Policy and Procedures. • Have provided information that is, to the best of my knowledge true and accurate. • Understand that Administration fees may apply depending on timing and policy. • Understand that if the new course/qualification is of a higher cost, I WILL pay the difference before transfer approval. • Understand that if the new course/qualification is of a lower cost, the Refunds Policy and Procedures will apply. • Understand that by submitting this form does not guarantee transfer approval. 	
Student Signature: _____	Date: ____ / ____ / ____
OFFICE USE ONLY	
Date Received: ____ / ____ / ____ Received By: _____	
<input type="checkbox"/> Decision: <input type="checkbox"/> Approved <input type="checkbox"/> Declined	
Details: _____	