

## Fee Refund Policy (including transfers)

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Getabout Training Services provides a guaranteed refund policy by holding all student fees in a separate account ensuring all student fee are safeguarded until the commencement of their chosen course.

Getabout Training Services will provide a refund based on the percentage of course completion you have chosen to enroll in. If you would like a refund, your refund amount will be based on the units of competency completed compared to your overall course completion. The refund is only available if you have paid your course fees in full, and you have no outstanding amounts owing.

Applications for refunds must be made in writing and addressed to the Managing Director at the Getabout office (c/- [info@getabout.edu.au](mailto:info@getabout.edu.au)). Please include your name, contact details, and the name, date, and location of your course. We will then determine the level of refund that you are entitled to, and issue that to you within 14 working days of receiving your request.

Should Getabout cancel a course, all course fees paid will be refunded to you; or you can arrange to have them transferred to another course.

Fees for cancellations:

- More than 7 business days from course commencement date = 20% of course cost forfeited
- Less than 7 business days from course commencement date = 100% of course cost

A refund will be provided:

- For an overpaid fee
- For any fees paid in advance for training cancelled by Getabout will be refunded 100% (unless you have arranged to be transferred into another course.)
- If Getabout fails to provide in full the agreed training services or a course is terminated midstream. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
- A partial refund of fees may be applicable when RPL or Credit Transfer (CT) has been granted after the student has paid their course fees

A refund will not be provided if:

- The student does not show up for the course
- If a student cancels or withdraws their enrolment midstream of a course
- If a student fails to complete the course
- The student has been expelled from a course by breaching the required code of conduct as described in the Student Handbook (Document OD004)
- The student had failed to pay the course fees

Transfer to new date:

- More than 7 business days – no charge
- Less than 7 business - \$50