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	ACCREDITED TRAINING REFUND POLICY	Issued: 1 July 2010 Next Review: 30 Jun 2011

Purpose and Scope

Biznorth Pty Ltd makes every effort to ensure potential clients, and participants are made aware of applicable Fees, Charges and Refund Policies before they are required to apply for enrolment.

Refund Policy - Biznorth Pty Ltd has the following refund policy.

- 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course.
- Between 13 days and the course commencement there is a 90% refund.
- Once the course, subject or unit has commenced, 25% of the total course fee may be deducted.
- The remaining 75% of the course fee can be deducted on a pro-rata basis depending on the nominal hours remaining once commenced.
- Pro-rata refund will not include any units commenced (commencement is based on day one of that section, subject or unit of the course).

All applications for refunds are at the discretion of the Managing Director. If a student withdraws during a course, no refund is available but a pro-rata credit may apply to complete the course at a later date.

Money paid in advance for a course is kept in a separate account to ensure refund moneys are available and deposit money is accessed when the course is commenced. If the student can provide evidence of extreme hardship when applying for a refund, this clause may be waived.

Acceptable refund reasons may include:

- Sickness (verified by a medical certificate)
- Change of employment hours or location (verified by employer)
- Other reasons deemed valid at the discretion of Biznorth.

The date of withdrawal shall be the date that Biznorth receives the refund application accompanied by the relevant supporting documentation.

Payment method

Clients will pay on invoice for the course fee that they have enrolled in. Invoices will be sent after receipt and approval of their enrolment and payment is expected within 14 days.

Non payment of course fees within the payment terms may inhibit clients/participants from attending further face-to-face sessions or accessing learner guides until fees are paid.

In the event that the client prefers to pay the fee prior to the commencement of classes these fees will be accounted separately.

Certification of qualifications will only be issued to those clients who have paid full course fees. Statements of attainment may be issued for units paid for and completed if partial refund is required.

Transfer of Enrolment

If you or your sponsor (being your employer) prefers that you enrol into another program, your fees may be transferred to another course providing you meet the training package rules. An administration fee will be applicable. However if the course that you wish to transfer to is cancelled by Biznorth you will receive an applicable refund.

An application for refund should be sent to:

Managing Director

Biznorth Pty Ltd

PO Box 37170

Winnellie NT 0821