



When an applicant accepts a place offered by LA First Aid and pays the fees, it means a binding contract is created between the student and LA First Aid. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to LA First Aid.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- ☑ Students who give notice to cancel their enrolment more than 7 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 less than 7 days prior to the commencement of the program may not be entitled to a full refund dependent on the specific circumstances relating to the withdrawal of enrolment.
- ☑ 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.

Where it has been identified that there is a legitimate reason there will be no charge for a student to transfer to another course with LA First Aid. If LA First Aid 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 LA First Aid 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. The nominated representative 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 on the Refund Request Form.

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