

# Participant Handbook

## Refund Policy

If you need any assistance along the way, feel free to contact us here:

**Phone** 1800 021 560

**Email** [info@maxsolutions.edu.au](mailto:info@maxsolutions.edu.au)

**Web** [maxsolutions.com.au/training](http://maxsolutions.com.au/training)



## Refund Policy

MAX Solutions ensures that all fees paid are correctly receipted and recorded in accordance with the financial management policy and procedure and/or state based contractual requirements. MAX Solutions will only provide refunds under the below circumstances:

### Course Cancellation

In the instance that MAX Solutions cancels a course, the student is entitled to a full refund or transfer of funds to another course.

In the instance that the course has been cancelled after it has commenced (and prior to completion), MAX Solutions will offer the student an alternative course or part thereof. If the alternative course is accepted by the student, no refund will be given and no additional fees will be charged.

If the alternative course is not accepted, a full refund will be provided to the student, including Administration Fee.

### Enrolment Changes

If the student wishes to change and enrol into another course being offered by MAX Solutions, any fees paid may be applied to the new enrolment, with additional fees owing from the new enrolment to be paid by the student.

In the event of a student's enrolment being cancelled due to misconduct, no refund will be provided and any outstanding fees MUST be paid.

### Student Requested Refund

If a student requests a refund prior to course commencement, a full refund (minus administration fee of \$50) will be provided to the student. Once the course has commenced, refunds will not be provided unless:

- The student can provide medical reasons with a Medical Certificate, OR
- The student can provide reasoning for their course enrolment to cease – personal hardship

If a refund is granted, the refund amount is to be pro-rata based on MAX Solutions Financial Management procedure. If a refund is not granted, any outstanding fees must be fully paid by the student.

Where a Course Material fee has been charged, a refund may be provided upon the return of any unused course materials.

Students must apply for refunds in writing and clearly outline the reasons for the refund request, and attach any supporting documentation.

If you require further information please consult your trainer or contact MAX Solutions on 1800 021 560 or email [corporate.training@maxsolutions.com.au](mailto:corporate.training@maxsolutions.com.au)