

Purpose

This procedure describes the processes whereby The Coaching Institute (TCI) controls and manages student's refunds on cancellation from training sessions.

Scope

This procedure applies to all persons employed by TCI responsible for fee collection and/or enrolment, student support and students.

Responsible parties

The CEO has delegated the Operations Manager as responsible for the management, control and issue of this procedure.

Policy Statement

Training sessions book out quickly when advertised in advance to our students. On most occasions all seats are allocated and a waitlist is compiled within a few days.

Students opting to cancel after enrolling in training sessions cause a disadvantage to waitlisted students and incur administration charges and venue costs (if external) to TCI. To dissuade students from late notice cancellation, TCI applies the following:

All cancellations received 60 days or less prior to the scheduled commencement of the session will incur a cancellation fee of \$500.00.

Only students with finalised payments in their enrolled course may attend these events therefore students are encouraged to complete all financial requirements prior to the 60 day cancellation period.

Review

This document and the procedures resulting from the implementation of this policy will be reviewed annually as determined in the Risk Review Schedule.

S. Pearson
CEO