

SKCP21 Cancellation & Refund Application Form & Policy

1. POLICY

All applications must be made in writing & submitted to Steel Mains Pipe Installation Training Department.

Applications will be approved for payment within 14 days from the date of the application.

Cancellation charges will be applied using the following guidelines:

2. CANCELLATION BY STUDENTS OR CLIENT ORGANISATIONS

- A cancellation fee will be applied at \$80.00 per person if the course is cancelled within two (2) working days of the start date.
- A cancellation fee of 75% of the full course cost if the course is cancelled within 24 hours of the start date.
- If the course is not attended – no refund applies.

All cancellations must be sent in writing via mail or email.

Steel Mains Pty Ltd
 Attn: Training Manager
 PO Box 3343
 DARRA QLD 4076

Telephone 07 3435 5500
 Email training@steelmains.com

3. COURSE CHANGES BY STEEL MAINS TRAINING DEPARTMENT

Steel Mains reserves the right to reschedule training course delivery dates if deemed necessary.

4. DEFERMENT

Students who require a deferment must make a request in writing to Steel Mains within 7 days of requesting deferment (or at least 7 days prior to course commencement).

All students may avail themselves of an application to Steel Mains if they believe a fee refund requires special consideration. An application must be made in writing to Steel Mains outlining the special circumstances for consideration.

5. WITHDRAWAL

Where a student wishes to withdraw from their course, a cancellation form needs to be completed and submitted to Steel Mains.

6. EXTENUATING CIRCUMSTANCES

Steel Mains recognizes that students may have extenuating circumstances that prevent them from attending scheduled course dates; these circumstances may include (but are not limited to):

- Illness
- Family or personal circumstances
- Other extraordinary circumstances

Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable.

Document Name	SKCP 21 Cancellation & Refund Application Form & Policy	Reference to SNR NVR/	16.3; 24.1
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		Next Review	06.11.19
		Version No.	4:0

Cancellation & Refund Application Form

To Be Completed By The Student

Student Details

Surname	Given Names	
Home Address		
Suburb	State	Postcode
Mobile		

Employment Details

Company Name		
Company Address		
Suburb	State	Postcode
Contact Person		
Phone Number		

Request for:

<input type="checkbox"/>	Refund
<input type="checkbox"/>	Cancellation
<input type="checkbox"/>	Transfer

Refund Amount \$

Please Outline Reason For Request For Refund/Cancellation/Transfer Of Fees

Students Signature	Date
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Print Name

For Office Use Only

<input type="checkbox"/>	Approved
<input type="checkbox"/>	Denied

Amount Refunded \$

Reasons for Approval or Denial

Training Manager Signature	Date
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Print Name
