

Iron Training & Consulting Cancellation and Refund Policy

When a prospective learner accepts a placement on a course offered by ITC and pays fees, it creates a contract between the learner and ITC.

In the case of cancellation or withdrawal by the learner, the following cancellation policy applies to fees paid:

Notification Period	Fee Amount Refunded
More than 10 business days prior to course commencement	Full refund of fees
From 9 and 3 business days prior to course commencement	50% of fees
2 Business days (48 hours) or less prior to course commencement	25% of fees
Non-attendance on the day the course commences	No refund of fees

- The amount retained (50% or 75%) by ITC reflects the cost of staff and resources; at the point of cancellation or withdrawal, which will have already been committed based on the learner's initial intention, and contract, to undertake the training.
- Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

There is no charge for a learner to transfer to another course with ITC.

If ITC cancel a course, then a full refund will be made available to whoever paid that course fee.

Please note that fees may still apply for the processing of refunds.

Where refunds are approved, the refund payment will be paid to the learner, or whoever paid the fees, within 14 days from the time ITC received written notice to cancel the enrolment.

Refunds will be paid via electronic funds transfer using an authorised nominated bank account.

Exceptional Circumstances

Discretion may be exercised by the General Manager in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner may be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. If the General Manager deems it appropriate they may also authorise a refund of fees.

Note. If for any reason ITC is unable to fulfil its service agreement with a student, ITC will refund the learner's proportion of fees paid for services not delivered.

Terms used:

- "course" or "training" also includes the recognition of prior learning (RPL) process.
- "fees" means any fees paid including full payment, part-payment or deposit.

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