

FEES, CHARGES & REFUND POLICY

Queensland Ambulance Service – Community Education



Applicable AQTF 2010 Conditions	Condition 5
Other DCS/QAS related policy	QAS RTO Policy Document Department of Community Safety Financial Management Practice Manual (FMPM) QAS Community Services and Non-Regulated Fees Pricing Structure

Fees for first aid courses are approved, non-regulated fees of the Queensland Ambulance Service (QAS), indexed annually to CPI. For current first aid course fees, refer to the QAS website www.ambulance.qld.gov.au or call 13 QGOV (13 7468).

SECTION 1 – REFUNDS (*Public Courses*)

- 1.1 This refund policy applies in the following circumstances:
- (a) Where fees have been paid by the client and received by QAS prior to a course; or
 - (b) Where there is a contractual agreement with a client that an invoice for the applicable fees and charges will be issued for payment following the conclusion of the course. A contractual agreement is considered to be an official purchase order from the client, a written request/confirmation issued by the client, a QAS quote signed by the client, or official booking confirmation issued by QAS to the client.
- 1.2 A full refund of fees paid will be given if:
- (a) The course is cancelled by the QAS;
 - (b) The course is rescheduled by QAS to a time and/or location that is unsuitable for the client;
 - (c) QAS is unable to accommodate the client on a course; or
 - (d) A client gives notice (in writing, where possible), that they will not be attending the course more than seven (7) calendar days prior to the commencement date for that course.
- 1.3 No refund will be issued, or contractual fees will remain due and payable, and no transfer to an alternate course will be granted if:
- (a) A client fails to attend a course, and has not provided notification that they will not be attending the course;
 - (b) A client commences a course but fails to complete the course either through:
 - i. Failure to attend the whole of the course; or
 - ii. Failure to achieve competency in the courseExcept in the case of illness or injury as referenced in Section 1.4(b).
- 1.4 A refund will not apply, but transfer to an alternate course may be granted (and an administration fee may be charged – *refer Section 3*) if:
- (a) A client advises their inability to attend a booked course less than seven (7) days prior to the course commencement date; or
 - (b) Due to illness or injury, a client fails to commence a course or cannot continue with a course. Under these circumstances:
 - i. QAS must be advised of the reason for inability to commence or continue with a course;
 - ii. The client may re-book onto another course within three (3) months of the original course date;
 - iii. Failure to re-book onto another course within three (3) months of the original course date may result in a forfeiture of fees paid.
- 1.5 If a client is unable to attend a course:
- (a) A substitute attendee may take their place at no additional cost if notice in writing is provided more than two (2) business days prior to the commencement date for that course.
 - (b) An administration fee (*refer Section 3*) may be charged if notification in writing is provided less than two (2) business days before the commencement date for that course.
- 1.6 Where pre-course materials have been supplied to a client, a resource charge will apply if the client is granted a refund or the course is cancelled by the client, and the client then fails to return the pre-course materials in an unopened and undamaged condition. The resource charge is in addition to any applicable administration fee, and may also apply if replacement resources are required. (*Refer Section 3*)

SECTION 2 – REFUNDS (*Private Courses*)

- 2.1 This refund policy applies in the following circumstances:
- (a) Where fees have been paid by the client and received by QAS prior to a course; or
 - (b) Where there is a contractual agreement with a client that an invoice for the applicable fees and charges will be issued for payment following the conclusion of the course. A contractual agreement is considered to be an official purchase order from the client, a written request/confirmation issued by the client, a QAS quote signed by the client, or official booking confirmation issued by QAS to the client.
- 2.2 A full refund of fees paid will be given if:
- (a) The course is cancelled by the QAS;
 - (b) The course is rescheduled by QAS to a time and/or location that is unsuitable for the client; or
 - (c) The client provides written notification that they are unable to continue with a booked course more than seven (7) business days prior to the commencement date for that course.
- 2.3 No refund will be issued, or contractual fees will remain due and payable, and no transfer to an alternate course will be granted if:
- (a) A client fails to attend a course, and has not provided notification that they will not be attending the course;
 - (b) A client commences a course but fails to complete the course either through:
 - i. Failure to attend the whole of the course or cancellation of a course by a client after course commencement; or
 - ii. Failure to achieve competency in the course.
- 2.4 Where pre-course materials have been supplied to a client, a resource charge will apply if the client is granted a refund or the course is cancelled by the client, and the client then fails to return the pre-course materials in an unopened and undamaged condition. The resource charge is in addition to any applicable administration fee. The resource charge may also apply if replacement resources are required. (*Refer Section 3*)
- 2.5 An administration fee of up to 25% of the quoted charges may apply to ensure cost recovery for QAS if the client advises their inability to continue with a booked course with less than seven (7) business days notice prior to the course commencement date.
- 2.6 In addition to the administration fee in Section 2.5, where financial commitments have already been made by QAS in order to facilitate the course (including but not limited to airfares, accommodation, car hire), the client will be charged for any monies that QAS is unable to recover following cancellation/rescheduling of a course, regardless of the amount of notice received.

SECTION 3 – RESOURCE CHARGES

- 3.1 Where a refund or course change has been applied for according to this policy, or where replacement resources are required through no fault of the Queensland Ambulance Service, the below fees and charges may apply.

Administration Fee – Public Course	\$18.10
Administration Fee – Private Course	25% of quoted charges
Replacement Statement of Attainment/Statement of Attendance	\$23.65
Replacement Resources	30% of course RRP