

NTHA Training Refund Policy



NTHA Training may provide you with a refund of student fees in a number of circumstances where it's not possible for you to continue with your studies.

It is the discretion of NTHA Training Management to approve refunds in the event of extenuating and/or personal circumstances, in line with contractual requirements. In this event, the student may be offered a credit towards another course.

For full qualifications:

A refund of all or part of the course fee or concession fee may be granted in the following circumstances:

- NTHA Training cancels a qualification or unit(s) of competency and is unable to place the student in an equivalent qualification or unit.
- A student notifies NTHA Training in writing of their intention to withdraw from training prior to the date that the enrolment is completed. **Note:** The day of enrolment is the "withdrawal with no penalty" cut-off date.
- A student has overpaid the course fees.
- A student is granted Recognition of Prior Learning (RPL) or Credit Transfer (CT) after enrolment.
- Where the student's application for enrolment has been refused and fees have been paid.
- Pro rata refund of fees (calculated from the date of enrolment to date of cancellation), may be made at any time during the course delivery if the student withdraws for reasons of personal circumstances beyond their control including but not limited to:
 - Serious illness resulting in extended absence from classes
 - Injury or disability that prevents the student from completing their program of study
 - Other exceptional circumstances at the discretion of NTHA Training
- A request for a refund must be made in writing within 14 days of the withdrawal/cancellation from the course to info@ntha.edu.au

For short courses:

- Cancellation in writing of a short course enrolment at least 14 working days prior to the scheduled commencement date will incur a \$100 administration cancellation fee
- Cancellation in writing within 14 working days of the scheduled commencement date will incur a 50% administration cancellation fee.
- No refunds will be given within 7 working days of the short course start date **or** for non-attendance on the day of the course (**Note:** substitute participants are NOT accepted at any stage e.g. a person cannot replace another person to attend the course).

NTHA Training contact details:

Phone: 1800 822 621 Monday to Friday, between the hours of 8am and 4pm (QLD time)

Email: info@ntha.edu.au

Postal: 34/256-258 Musgrave Road, Coopers Plains, QLD 4108