aspenmedical

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Refund and Cancellation Policy

1. Purpose

In this policy, “us”, we”, or “our” means Aspen Medical Pty Ltd RTO# 88188 (Aspen Medical Training).

Aspen Medical Training delivers accredited and non-accredited training commercially; therefore, we require a refund and cancellation policy for all paying clients.

This policy supports our compliance with the 2025 Standards for RTOs.

2. Scope

This policy applies to students undertaking accredited and non-accredited courses offered by Aspen Medical Pty Ltd RTO #88188 (Aspen Medical Training).

3. Aspen Medical Training Initiated Cancellations

Aspen Medical Training will offer the student a full refund of the course fees or a full credit toward the course fees in another scheduled course, under the following circumstances:

- We rescheduled a course, and you (the student) are unable to attend the revised date of the course.
- We cancelled a course.
- We are unable to deliver a course.

An “AMTAF03 Refund Request Form” must be completed by the student for a refund to be processed.

Aspen Medical Training will not be liable for student expenses, including travel or accommodation, under any circumstances.

4. Student-Initiated Cancellations Refund Schedule

Students must advise Aspen Medical Training of their cancellation and/or refund request by emailing training@aspenmedical.com. An “AMTAF03 Refund Request Form” must be completed by the student for a refund to be processed.

1.1 Cancellations with Extenuating Circumstances

At the discretion of Aspen Medical Training, we will offer the student a full refund of the course fees or a full credit toward the course fees in another scheduled course, for extenuating circumstances. Extenuating circumstances are significant and unforeseen events and may include illness, emergencies and events beyond the student's control which significantly impact the student's ability to complete their assessments.

The student must provide evidence of the extenuating circumstance by:

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The student must provide evidence of the extenuating circumstance by:

- submitting a medical certificate verifying their inability to attend a course.
- submitting other evidence that demonstrates the extenuating or significant personal circumstance that led to their withdrawal from the course.

1.2 Cancellations without Extenuating Circumstances

Course	Refund Terms

AQF Training and Assessment (Individuals)	**Cancellations:**
	• 10 working days or more from the original course date:
	  • Full refund
	• Less than 10 working days from the original course date
	  • 75% refund of course fees
	  • 25% administration fees retained
	Students will not be entitled to a refund of course fees if they:
	• *cancel their enrolment after a training program has commenced.
	• do not complete their course as per the "AMTAP21 Student Completion of Accredited Training Policy".
	*Enrolment in a course is considered to have officially commenced when the student first accesses any training materials, whether via eLearning or other forms of pre-learning content.

Advanced Life Support (ALS) Level 1 Course	The Advanced Life Support (ALS) Level 1 Course includes an Australian Resuscitation Council issued workbook.
	Workbooks are mailed to students via Australia Post Express with Signature within 21 days of the course commencement date. Students may request for workbooks to be dispatched earlier.
	Cancellations:
	• 21 working days or more from the original course date and the workbook has not been issued
	  • Credit towards a future course or;
	  • Full refund

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	• 21 working days or more from the original course date and workbook has been issued
	  • Credit towards a future course or;
	  • Course fees less $92AUD workbook fee refunded
	• Less than 21 working days from the original course date
	  • Credit towards a future course or;
	  • Course fees less $92AUD workbook fee refunded
	• Less than 7 days from the original course date
	  • Credit towards a future course only

Pre-Hospital Trauma Life Support (PHTLS) Course	The Pre-Hospital Trauma Life Support (PHTLS) Course includes an NAEMT issued digital workbook.
	Digital workbooks access codes are sent to students via email within 21 days of the course date. Students may request the workbook access code to be emailed earlier.
	Cancellations:
	• 21 working days or more from the original course date and the workbook access code has not been issued
	  • Credit towards a future course or;
	  • Full refund
	• 21 working days or more from the original course date and workbook access code has been issued
	  • Credit towards a future course or;
	  • Course fees less $80AUD workbook fee refunded
	• Less than 21 working days from the original course date
	  • Credit towards a future course or;
	  • Course fees less $80AUD workbook fee refunded
	• Less than 7 days from the original course date
	  • Credit towards a future course only

5. Responsibilities – Aspen Medical Training

Aspen Medical Training:

- ensures to send students requesting a refund, the “AMTAF03 Refund Request Form” within 3 business days from the date of request.
- transfers refunds within 14 business days from when the student has submitted an “AMTAF03 Refund Request Form” and any other specified criteria requiring a refund to be made.
- processes refunds via electronic funds transfer, using the authorised bank account nominated by the student.
- will make every effort to contact students to advise them of any course changes.

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6. Responsibilities – Students

Students:

- must provide current contact details so that Aspen Medical Training can make contact to advise of any course changes or cancellations.
- must ensure that the email and postal addresses for receiving course materials are correct.
- is liable for replacement workbook costs if the postal or email addresses provided to Aspen Medical Training are incorrect or incomplete, resulting in the damage or loss of the workbook.

7. References

- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025