



Fees and Refund Policy

Our training and assessment programs do attract fees. The details of the fee structures are contained in the course flyers/enquiry emails.

360 Training Academy has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course Participants under reasonable circumstances. The management guarantees 360 Training Academy's sound financial position and safeguards Client / Participant fees until used for training / assessment.

- Cancellations must be made in writing and the following charges apply: More than three weeks prior to the event – 25% of fee. Less than 3 weeks prior to the event – 50% of fee; 5 working days (or less) prior to the event – 100% of fee.
- TRAINING CREDITS WILL BE GIVEN FOR FUTURE COURSES for participants who are booked but are unable to attend on the day for reasons of health or other unavoidable extenuating circumstances.
- You may substitute another Participant at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes must be requested in writing 3 days prior to course commencement.
- 360 Training Academy reserves the right to cancel or postpone a course to an alternative date. All registered Participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the Participant can provide a medical certificate or show extreme personal hardship. In this case, Transfer to another date may be possible at the discretion of 360 Training Academy management.
- 360 Training Academy cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.

360 Training Academy charges for replacement statement of attainments, should a replacement certificate be required, the Employer or the Participant will be charged \$50 including GST for a replacement statement of attainment.