

## PURPOSE AND SCOPE

To describe the establishment and maintenance of a system for the cancellation and refund of training with The Master Grocers Association of Victoria Limited.

This Policy applies to the Training business unit of Master Grocers Australia.

## RESPONSIBILITIES

**Policy Owner:** National Training Manager.

The National Training Manager is the Process Owner listed in the Business Process Framework.

The National Training Manager shall maintain this Policy.

The National Training Manager is responsible for compliance with the Australian Quality Training Framework (AQTF) Standards.

## STANDARD TRAINING COURSE CANCELLATION AND REFUND CONDITIONS

1. Cancellations received more than 7 working days in advance of the start of the course will be able to transfer to a future course without penalty. Cancellations will otherwise attract a 10% administration fee, and the balance of the course fee refunded.
2. Cancellations received less than 7 working days before the start of the course will forfeit 100% of the course fee.
3. Where no cancellation is received or where nominated participants do not attend, full service fees will be due and payable.
4. In the event that a cancellation is unavoidable, an alternative person may be nominated to attend without penalty.
5. A full refund is payable where Master Grocers Australia (MGA) cancels or reschedules training.
6. Enrolment is accepted on the basis that MGA will not be held liable for costs incurred due to course cancellation or rescheduling. MGA will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where the MGA cancels any training course.
7. Cancellation policies for specific courses may apply to override this general policy, where special arrangements for the conduct of some courses involve significant advance commitments by the MGA.
8. Course dates and fees are subject to change without prior notice.
9. Clients who have a grievance with the application, or this policy may take action in accordance with the MGA Grievance and Appeal process.