

**SCOPE**

1. This policy covers all fees payable for training services provided by Falck Pty Ltd.

PURPOSE:

2. To provide for appropriate handling of clients' payments.

PROCEDURE:

3. The following reflects Falck Pty Ltd collection of fees process:
 - a) Prior to enrolment prospective clients are made aware of all fees and charges by provision of a corporate training proposal.
 - b) A company purchase order or deposit is received with balance due at commencement of training.
 - c) Upon payment a tax invoice will be issued.
 - d) Non-attendance of any training course once booked will incur full course cost.
 - e) If the training course was cancelled by Falck for any reason a full refund will apply.
 - f) If transfer to another course is required, then more than 7 days' notice is to be given.
 - g) For cancellation, more than 7 working days' notice must be given.
 - h) Once booked and confirmed a \$100 administration fee is payable for changes made by the client.
 - i) Failure to complete the course, caused by the client will not be grounds for any refund.
 - i. Where circumstances warrant, an agreement may be made with the Training Manager of Falck Pty Ltd for a reduced fee to be paid.
 - j) If Falck is unable to deliver the complete training, unless caused by the client, a full refund will apply.

General Rules

- a) The term "commencement" in this policy refers to the first day of the first program attended by the client.
 - b) Issues about payment are to be handled at the first available opportunity and directed to the Training Manager.
4. Details concerning Falck Pty Ltd course fees are to be clearly disseminated to prospective clients/companies prior to contractual arrangements being made, this is, for corporate clients in the form of a proposal.
 5. These procedures are additional to any statutory protection provided to the client under Australian legislation.