



Refund and Cancellation Policy

Introduction

AUS-MEAT Limited's policy on refund and cancellation of fees has been developed in accordance with the Registered Training Organisation (RTO) Standards Regulatory Body (NVR).

Scope

This policy applies to all current participants who are registered to attend training sessions for the following training courses:

- Beef Product Specification
- Sheep Product Specification
- Pork Product Specification
- Quality Systems Accreditation for Non-Packer Exporter's
- MSA Grading
- Chiller Assessment
- MSA Slaughter Floor
- MSA Onsite

Policy

AUS-MEAT Limited operates within the Standards of the Australian Qualifications Framework and as such provides training to the industry that is affordable and reasonable in cost.

Payments

All payments are provided on our website as a cost per person. This amount covers all course fees, administration costs, materials and equipment provided.

For any requested training requests outside the standard public courses, AUS-MEAT Limited provides a quote that incorporates all training costs to the client to approve before commencing the training requested.

All participants are requested to pay their fees by the advised due date however, AUS-MEAT Limited takes in to consideration each application and the differing circumstances. We work with individuals and clients to assist and payment arrangements can be made upon consultation with AUS-MEAT limited. Payment can be made either by EFT payment or using an authorised Credit Card.

AUS-MEAT Limited requests all payments to be finalised 4 weeks before the commencement date of the course.

If a payment is not received before the date of the training AUS-MEAT Limited will contact the participant and/or client to follow up and organise payment immediately to avoid delays. No payment may result in the participant losing their place in the training session.

If a payment is not received before the commencement date of the training program AUS-



MEAT Limited are authorised to withhold the results and the Certificate of Completion for the training until the payment is received. Once payment is made, the Certificate of Completion is released to the participant.

Refunds and Cancellations

A full refund of course fees will be made if a course is cancelled by AUS-MEAT limited for any reason.

Where a participant cancels a 50% cancellation fee may apply on cancellations received less than ten (10) working days prior to the commencement date of course. No refunds are given for cancellations received less than five (5) working days prior to the commencement date of the course.

If a participant requests to transfer to another course they are not charged a cancellation cost and all costs are transferred to the new training course.

If a participant/client wishes to lodge an appeal regarding a cancellation or non-refund all requests should be submitted in writing and are assessed and reviewed by the Training Manager.

Responsibilities

AUS-MEAT Limited will provide the following fee information to each client:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by AUS-MEAT Limited to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment
- the organisation's payment and refund policy

AUS-MEAT Limited collects student fees in advance as it is administered by a State, Territory or Commonwealth government agency.

Signed

A handwritten signature in black ink, appearing to read 'Rob Brown', is shown within a light grey rectangular box.

Rob Brown
Training Manager
AUS-MEAT Limited