

Australian Unmanned Systems Academy

Cancellation and Remedial Training Policy

1. Cancellation Notice

A minimum of 48 hours' notice is required to cancel or reschedule any individual training session, group training session, workshop or remedial training session.

Cancellations received 48 hours or more before the scheduled session are eligible for either:

- a 50% refund of the applicable session or course fee; or
- the option to reschedule to another available date, subject to availability.

2. Late Cancellations

Cancellations received less than 48 hours before the scheduled session will not be eligible for a refund.

Where appropriate, the Academy may offer the option to reschedule a late cancellation at its discretion and subject to trainer and course availability.

For group training sessions and workshops, any rescheduled attendance must occur no later than four weeks after the original scheduled course date.

3. No-Shows

Failure to attend a scheduled training session without providing 48 hours prior notice will be treated as a cancellation and will not be eligible for a refund.

4. Emergency Cancellations

The Academy recognises that unexpected circumstances and emergencies may occur. Where a cancellation is due to an emergency, students should contact the Academy as soon as possible to discuss available options.

The Academy reserves the right to request reasonable evidence of the circumstances where appropriate.

5. Trainer or Academy Cancellations

If the Academy or trainer needs to cancel a scheduled training session, students will be notified as soon as possible.

Where possible, the session will be rescheduled to a mutually suitable date. If rescheduling cannot be arranged, the student will receive a full refund for the cancelled session.

6. Refunds

Refund eligibility is determined by the amount of notice provided:

- 48 hours or more notice: Eligible for a 50% refund or the option to reschedule.
- Less than 48 hours' notice: No refund will be provided.
- No-show: No refund will be provided.
- Academy or trainer cancellation: Eligible for a full refund where rescheduling cannot be arranged.

7. Rescheduling

Students are encouraged to reschedule rather than cancel where possible.

Rescheduling requests made with at least 48 hours' notice will be accommodated at no additional charge, subject to trainer and course availability.

For individual and group training sessions, including workshops, any rescheduled attendance must occur no later than four weeks after the original scheduled course date.

For group training sessions and workshops, the new course date must be no later than four weeks after the original scheduled course date.

8. Package Sessions

For clients who have purchased training packages, cancellations and rescheduling will be subject to the same 48-hour notice requirement and cancellation terms outlined in this policy.

Unused sessions within a package are non-refundable. Transfer of an unused session to another person may be permitted with prior approval from the Academy.

9. Fee-for-Service Students

This section applies specifically to students who enrol with the Australian Unmanned Systems Academy (AUSA) on a Fee-for-Service basis, where the student or their employer is responsible for payment of the applicable training fees.

9.1 Fees and Payment Information

Prior to enrolment and payment, Fee-for-Service students will be provided with clear information regarding:

- the total course or training fee;
- the applicable payment schedule;
- payment terms and due dates;
- cancellation and rescheduling arrangements;
- refund conditions; and
- any other applicable fees or charges.

By enrolling in a Fee-for-Service course or training program, the student acknowledges that they have been provided with and agree to the applicable terms and conditions, including the cancellation, payment and refund provisions contained in this policy.

9.2 Fee-for-Service Payment Schedule

Fee-for-Service students undertaking a course or training program with AUSA will generally be invoiced progressively throughout the training period rather than being required to pay the full course fee upfront.

Unless otherwise agreed in writing, the standard payment schedule is:

- 30% of the total course fee – invoiced upon enrolment and confirmation of the student's place in the course.
- 30% of the total course fee – invoiced approximately six weeks after the commencement of training.
- 40% of the total course fee – invoiced approximately twelve weeks after the commencement of training.

These payments are instalments toward the student's total agreed course fee and are not separate course fees.

The payment schedule is based on the scheduled commencement and progression of the training program and is not dependent on the student's completion of individual assessments or units of competency.

9.3 Payment Obligations

Fee-for-Service students are responsible for payment of each invoice in accordance with the applicable payment terms.

Where a student has an outstanding overdue invoice, AUSA may, subject to applicable requirements, suspend further training, assessment or access to course resources until the outstanding amount has been resolved.

Any such action will not affect a student's rights under applicable legislation, regulatory requirements or AUSA's complaints and appeals processes.

9.4 Cancellation and Rescheduling

Fee-for-Service students who cancel or request to reschedule training are subject to the cancellation and rescheduling provisions outlined in Sections 1 to 8 of this policy.

The applicable refund or rescheduling option will depend on the amount of notice provided:

- 48 hours or more notice: The student may be eligible for a 50% refund of the applicable session or course fee, or may elect to reschedule to another available date.
- Less than 48 hours' notice: The student will generally not be eligible for a refund. Rescheduling may be offered at the discretion of AUSA and subject to availability.
- No-show: The student will generally not be eligible for a refund or rescheduling.
- Emergency circumstances: AUSA may consider alternative arrangements or a refund on a case-by-case basis where reasonable evidence of the circumstances is provided.

9.5 Services Not Provided

Where a Fee-for-Service student has paid for training or services that AUSA is unable to provide, the student will be entitled to a refund or adjustment of the applicable amount paid for services that have not been provided, unless the student agrees to an alternative arrangement such as rescheduling or transferring the training to another available date.

Where only part of a course or training program has been delivered, any refund or adjustment will take into consideration:

- the training and services already provided;
- the training and services remaining to be provided;
- amounts already paid by the student;
- any applicable cancellation provisions; and
- any applicable legislative or regulatory requirements.

AUSA will not retain fees for training or services that have not been provided where a refund or adjustment is otherwise required under applicable legislation or regulatory requirements.

9.6 Cancellation or Withdrawal by the Student

Where a Fee-for-Service student withdraws from a course after enrolment or after training has commenced, AUSA will review the student's account having regard to:

- the total course fee;
- the amount already invoiced and paid;
- the training and services already delivered;
- the training and services remaining to be delivered;
- the timing and circumstances of the withdrawal;
- any applicable cancellation or rescheduling provisions; and
- any applicable legislative or regulatory requirements.

The staged payment arrangement does not, by itself, create an automatic entitlement to a refund of fees already paid for training or services that have already been provided.

Where appropriate, AUSA may issue an adjustment, credit or refund for amounts relating to training or services that have not been provided.

Where a future instalment has not yet become due, AUSA will assess whether that amount remains payable based on the training and services provided and the circumstances of the student's withdrawal.

9.7 Cancellation by AUSA

Where AUSA cancels a Fee-for-Service course, session or training activity, AUSA will, where reasonably practicable, offer the student the option to:

- reschedule the training to another available date; or
- receive a refund or adjustment for the applicable training or services that cannot be provided.

Where AUSA is unable to provide the agreed training and an alternative arrangement is not accepted or cannot reasonably be arranged, applicable fees paid for training or services not provided will be refunded.

Any future instalments relating to training that AUSA will not provide will not be payable.

9.8 Consumer Rights

Nothing in this policy is intended to exclude, restrict or limit any rights or remedies a student may have under applicable Australian legislation, including the Australian Consumer Law.

Where a provision of this policy is inconsistent with a mandatory legal or regulatory requirement, the applicable legal or regulatory requirement will prevail.

9.9 Fee-for-Service and Funded Training

The Fee-for-Service provisions of this section do not apply to students enrolled under government-funded or subsidised training arrangements where separate fees, eligibility requirements, cancellation conditions or refund provisions apply.

Students enrolled through VETiS, Career Start, Industry Skills Solutions (ISS) for UAV or another funded program must refer to the applicable funding agreement, student information and AUSA policy governing that program.

Where a student is not eligible for the applicable funded training arrangement and is subsequently required to enrol on a Fee-for-Service basis, the Fee-for-Service provisions of this section will apply.

10. Eligibility for Remedial Training

Students may be required or permitted to undertake remedial training under the following circumstances:

- Failure to achieve the minimum required grade in an examination or assessment.
- Instructor recommendation based on observed performance during practical training.
- Identification of knowledge deficiencies through a Knowledge Deficiency Report (KDR).
- A student request for additional support or assistance with course material.

11. Notification and Enrolment

Instructor-Initiated Remedial Training:

Where remedial training is considered necessary, the instructor will notify the student via email. The notification will identify the areas requiring further development, the recommended duration of training and available scheduling options.

Student-Initiated Remedial Training:

Students who require additional support may request remedial training by contacting their instructor or the Chief RePL Instructor.

12. Scheduling and Duration

Scheduling:

Remedial training sessions will be scheduled subject to instructor availability and student requirements. Sessions will generally be conducted during the Academy's normal operating hours.

Where possible, students will be provided with multiple scheduling options.

Duration:

The duration and number of remedial training sessions will depend on the nature and extent of the identified deficiencies. Sessions will generally be conducted in 1 to 2-hour blocks.

The instructor will determine the recommended amount of remedial training based on the student's identified deficiencies and progress.

13. Payment and Fees

Cost of Remedial Training:

Remedial training is not included in the standard course fee unless otherwise specified. Remedial training will be charged at a rate of \$70 per hour.

Payment Terms:

Payment for remedial training must be made prior to commencement of the first session. Where multiple sessions are required, alternative payment arrangements may be considered at the discretion of the Academy.

Refund and Cancellation:

Remedial training sessions cancelled with at least 48 hours' notice are eligible for a 50% refund or the option to reschedule.

Remedial training sessions cancelled with less than 48 hours' notice will not be eligible for a refund. Rescheduling may be offered at the discretion of the Academy and subject to trainer availability.

14. Funded Program Remedial Training

Students undertaking training through VETiS, Career Start or the Industry Skills Solutions (ISS) for UAV program who meet the relevant eligibility criteria for the applicable funded program will have the cost of required remedial training covered through the applicable Student Co-Contribution Fee and funding provided by the Department of Trade, Employment and Training (DTET).

Eligible students will not be required to pay the standard \$70 per hour remedial training fee where the remedial training is covered under the relevant funded program arrangements.

The applicable Student Co-Contribution Fees, eligibility requirements and refund provisions for students enrolled in Career Start and the Industry Skills Solutions (ISS) for UAV program are detailed in the following policies:

- POL-CO-014 – AUSA Student Co-Contribution Fees, Refund & Eligibility Policy V1.1
- POL-CO-015 – AUSA Student Co-Contribution Fees, Refund & Eligibility Policy – ISS Program V1.1

Students enrolled in these funded programs should refer to the relevant policy for specific information regarding Student Co-Contribution Fees, eligibility, cancellations and refunds.

Where a student does not meet the eligibility requirements of a funded program, or where the remedial training is not covered by the applicable funding arrangements, the standard remedial training fee of \$70 per hour will apply.

15. Contact Information

For cancellations, rescheduling, remedial training enquiries or questions regarding this policy, please contact:

Australian Unmanned Systems Academy
Email: info@unmannedsystems.edu.au

This policy is intended to provide clear expectations for students, clients and Academy staff regarding cancellations, refunds, rescheduling and remedial training, while supporting a professional and efficient training environment.