Refund and Cancellation (External)

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Prepared by

Linfox Operational Training (Logistics) Pty Ltd

DOCUMENT CONTROL MANAGEMENT

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1 Purpose

This Standard Operating Procedure (SOP) outlines the terms and conditions under which refunds and cancellations are processed for training services provided by Linfox Operational Training (LOT). It ensures transparency, fairness, and compliance with regulatory and organisational requirements.

2 Scope and application

This procedure applies to all learners (internal and external) enrolled in nationally recognised training, licensing, or other fee-based courses delivered by LOT.

3 Procedure

3.1 Refund Eligibility

3.1.1 Full Refund

A full refund will be given under the following conditions:

- Any cancellations by the learner greater than 14 days before course commencement.
- LOT cancels or needs to postpone the course due to unforeseen circumstances, and it is not practical for the learner to reschedule to another date.
- Any changes made by a relevant authority after Linfox receives payment for the course, and consequently, the learner is no longer eligible to attend.

3.1.2 Partial Refund

A partial refund may be given under the following conditions:

- Where the learner cancels less than 14 days but not within 24 hours of the course commencement, a fee of 50% of the original course cost will be deducted from the original course payment.
- When a learner elects not to complete a pre-course assessment and is found at the commencement of the licence course that the learner cannot continue due to not meeting medical criteria, a refund, minus the administration fee, will be provided, or if agreed to by the learner, Linfox Operational Training will hold their funds pending a further review by a medical practitioner. When the learner intends to return, they must provide a written medical exemption before they can resume the training and assessment. If the learner's medical review is unsuccessful, Linfox Operational Training will provide a refund minus the administration fee of $150. This also includes if the medical review is successful, but the learner chooses not to proceed with the course.

3.1.3 No Refund

<u>No refund</u> is given under the following circumstances:

- Unannounced no-show by the learner, whether that is for the whole or part of the course.
- Cancellations made by the learner within 24 hours of course commencement.
- Any incorrect declarations made by the learner at the time of booking that are identified within 24 hours of the course relating to eligibility requirements reasonably ought to be known at the time of booking.
- If the learner fails any of the tests, including the eyesight test, as part of the pre-course assessment.
- Where the learner commits an act that could cause significant harm affecting the health and safety of themselves or others during the course.
- Doesn't follow reasonable directions from their instructor, resulting in the cessation of the course or assessment.

3.2 Booking Changes and Transfers

- Alterations to booking dates or transfers to a different course cannot be made less than seven (7) days prior to the commencement.

3.3 Refund Request

To request a refund for your booking, kindly email us at licence_bookings@linfox.com

4 Reporting breaches of this procedure

Any breaches of this procedure must be reported to the Senior Manager Operations Training. The final determination of the measures required to remedy non-compliance will be determined by the Senior Manager Operations Training.

5 Responsibilities of this procedure

5.1 Procedure management

Approval of this procedure is vested with the Senior Manager Operations Training.

Reviews of this procedure are the responsibility of the Senior Manager Operations Training and will be conducted every three years.

The Senior Manager Operations Training is the accountable manager for this procedure, who has accountability for the subject matter of this procedure and ensuring that the appropriate processes and control systems are in place, and amended as appropriate, to ensure it can operate effectively.

5.2 Procedure implementation

The Linfox Operational Training (LOT) holds primary responsibility for implementing this procedure.

6 Waivers of this procedure

Waivers of this procedure will only be granted in exceptional circumstances by the Senior Manager Operations Training.