



CANCELLATION & REFUND POLICY

OHSA OCCUPATIONAL HEALTH SERVICES AUSTRALIA

OHSA Occupational Health Services Australia Pty Ltd
[ACN: 099 344 822]

REFUND / CANCELLATION REQUEST FORM

Cancellation & refund policy

Upon receipt of the course confirmation email and completed student enrollment form, the student is considered enrolled in the course.

Cancellation Procedure:

Cancellation must be made in writing using the OHSA Course Cancellation / Refund Request Form available on our website.

Forms can be submitted via email to accounts@ohsa.com.au or info@ohsa.com.au

Cancellation takes effect upon receipt of the OHSA Course Cancellation / Refund Request Form.

Cooling Off Period:

A 24-hour cooling-off period applies.

Full refund for cancellations within this period. Third-party transaction fees are non-refundable.

Cancellation and Transfer Policy:

10 or more Business Days' notice: No charge for transfer; fees may be refunded within 30 business days.

Within 10 Business Days prior to commencement: Full fee forfeited.

OHSA may cancel or reschedule; participants are offered a transfer or full refund if no alternative available.

Transfer Requests:

A maximum of two changes can be made to course dates.

For courses within SEQ Qld, Transfers are acceptable up to two (2) Business Days prior to commencement. For courses in all other locations, transfers are acceptable up to five (5) Business Days prior to commencement.

All transfers Will incur a \$50 (plus GST) administration fee. Participant substitution incurs a \$50 (plus GST) administration fee.

Non-Attendance:

No refund, transfer, or reduction of fee.

Full fee payable for non-attendance unless otherwise agreed in writing.

Liability Disclaimer:

OHSA not liable for costs due to course cancellation or

rescheduling. Course dates and fees subject to change

with notice provided.

Exceptions:

Specific course cancellation policies may override this general policy.

Complaints Procedure:

Complaints are handled according to the Complaints and Appeals Procedure available on our website. Students who have a complaint with the application of this policy may take action in accordance with the Complaints and Appeals Procedure found at <https://www.ohsa.com.au/student-handbook/>.

Online / Distance Learning Courses

For Distance Education / Online training, refunds of fees will only be provided where cancellation is within 48 hours from booking, however, once an online / distance learning course or unit has been commenced or accessed no refund is applicable for that course or unit;

Where login details for an online course or unit have been issued to the student but no access has been made, an administration fee equivalent to 25% of the course or unit fee will be retained if a refund is requested;

Transfer from an online course to a face to the equivalent face to face course for the same student is permissible in most circumstances but is at the discretion of OHSA management and will incur an additional fee where there are price differences between those two course delivery modes. A refund will not be considered should an online course student transfer to a face-to-face course and then apply for a refund.

Refund Procedure

Refunds will be processed up to 30 business days from receipt of the completed refund form.

All refunds will be processed by the same method that the payment was received (i.e. if paid by credit card, the payment will be refunded to the same card).

For payments made by EFT, payments will be made to the nominated bank account detailed on the form. For our corporate customers credits will be issued against the account to be used at a later date unless specifically requested.

REFUND / CANCELLATION REQUEST FORM

Customer Details			
Company Name		Student Name	
Payee Details (Company or Student)			
Street Address		Suburb	
Post Code		Phone	
Email			
Reason for Refund	<input type="checkbox"/> Course cancelled <input type="checkbox"/> Dates not suitable <input type="checkbox"/> Other- please give reason below; <input type="checkbox"/> Bond to be reimbursed – course is completed.		
Course Details			
Name Of Course		Date of Course	
Location:		<input type="checkbox"/> Online	
Date Paid:		Receipt Number:	
Method of Payment	<input type="checkbox"/> Payment Gateway <input type="checkbox"/> Purchase Order/Inv	<input type="checkbox"/> Credit Card via Phone <input type="checkbox"/> Cheque	<input type="checkbox"/> Direct Debit <input type="checkbox"/> Cash
Amount Paid			

☐ I am aware of and understand the OHSA course cancellation & Refund Policy and understand that this will be considered in determining my application for refund. (Please tick box)

Student/Company Name

Signature

Date

SELECT PAYMENT TYPE (Refunds only processed by EFT/Cheque for payments received by EFT/Cheque)

All refunds will be processed by the same method that the payment was received (ie. If paid by credit card, the payment will be refunded to the same card)

Refund Method	<input type="checkbox"/> EFT	Acc Name		
		BSB		Account No.
	or			
	<input type="checkbox"/> Cheque	Payable to		

Return the completed and signed form to: accounts@ohsa.com.au or info@ohsa.com.au

OFFICE USE ONLY:

Main/Holding Account		Refund Amount	
Payment Confirmed	<input type="checkbox"/> Yes/No <input type="checkbox"/>	Receipt/Inv No	
Process Date		Processed By	

All details must be completed for the request to be processed before sending to the Managing Director

- ☐ Payment Received
☐ Reason for Refund per the OHSA Course Cancellation & Refund Policy