



Refund Policy

SCOPE

1. This policy covers all fees payable for training services provided within DrillSkill Training scope of registration.

PURPOSE:

2. To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

PROCEDURE:

3. The following reflects DrillSkill Training refund process:
 - a) DrillSkill is primarily a B2B training provider with deposits for accredited training forming part of an independent Service Agreement. All payments are made in accordance with the independent Service Agreement and therefore no deposits are made nor refundable.
 - b) No partial payment or initial deposit is requested of any student.
 - c) All fees are charged retrospectively on completion of course delivery.
 - d) Non-attendance will incur full course cost
 - e) If an individual student commences a course, but does not complete the course, the full course fee is still payable.
 - i. Where circumstances warrant, an agreement may be made with the Chief Executive Officer of DrillSkill Training for a reduced fee to be paid.

General Rules

- a) The refund process reflects the commitment by DrillSkill Training to hold places as booked by clients and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the Chief Executive Officer of DrillSkill Training.
- c) The Chief Executive Officer of DrillSkill Training will process refund requests within 1 week from the day of receipt
- d) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- e) The term "commencement" in this policy refers to the first day of the first program attended by the client.



DrillSkill Training

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- f) Issues with regard to payment are to be handled at the first available opportunity and directed to the Chief Executive Officer of DrillSkill Training. All refunds are to be logged in the Refund Log and signed by the respective client.
4. Details concerning the scope of DrillSkill Training Refund Policy are permanently available to the public on the DrillSkill website.