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# Cancellation & No-Show Policy and Procedure

## Purpose

The purpose of this policy is to ensure a fair, consistent, and transparent approach to course cancellations, non-attendance, and rescheduling, while supporting effective planning and delivery of training services.

*This policy supports the Fees, Charges and Refunds Policy and aligns with the Information and Transparency requirements under the Standards for Registered Training Organisations (RTOs) 2025.*

## Scope

This policy applies to:

- All enrolled students
- Employer-funded bookings
- All training, lessons, and assessments delivered by the RTO

## Cancellation Requirements

- All cancellation or rescheduling requests must be submitted in writing.
- Due to the planning and resourcing required to deliver training, late cancellations and non-attendance impact trainers, equipment, and other learners.

## Cancellation Timeframes and Fees

### Cancellation with Sufficient Notice

- 5 or more working days' notice prior to the scheduled course:
  - Eligible for a refund less a \$100 administration fee, or
  - Rescheduling at no additional cost

### Late Cancellation or No-Show

- Cancellation within 24 hours of the scheduled course, or
- Failure to attend on the day
- Any lessons missed and not paid for will result in the PDA being forfeited

Will result in:

- The full course fee being charged
- The original booking cannot be rescheduled under the existing cost
- A new invoice will be issued if training is to be rebooked

### Non-Attendance Due to Student Readiness

The full course fee will apply where a student is unable to participate due to:

- Not presenting a valid WA driver's licence
- Not wearing required or recommended clothing (e.g. closed shoes)
- Failing mandatory requirements such as eyesight checks (including failure to wear prescription lenses as required by licence conditions)

## Illness or Extenuating Circumstances

The RTO recognises that illness or emergencies may occur.

- A medical certificate must be provided within 48 hours of the scheduled session
- Rescheduling may be considered at the discretion of the RTO
- Refunds for extenuating circumstances require:
  - Completion of a Refund Request Form
  - Approval by the CEO
- Supporting documentation may be requested

## Postponements

- Students may postpone a course once only
- Written notice must be received at least 5 working days prior to the scheduled date
- The rescheduled course must be:
  - Booked and confirmed within three (3) months
- If not confirmed within this timeframe:
  - Fees paid will be forfeited
  - No refund applies

## No Refunds

Refunds will not be issued where:

- Cancellation occurs less than 5 working days prior without approved documentation
- The student fails to attend or complete training without valid reason
- The student commences training and chooses not to proceed
- The student fails a Practical Driving Assessment (PDA) and elects not to rebook
- The student does not complete mandatory online theory prior to training, impacting delivery
- The PDA component is deferred or declined after training has commenced (PDA is not itemised separately)
- A postponed course is not rebooked within the allowed timeframe

## Organisational (Employer-Paid) Bookings

Where an organisation is responsible for payment:

- The organisation remains liable for full payment regardless of attendance outcomes
- This includes cancellations within 24 hours or non-attendance by the student

## Links to Related Documents

- Fees, Charges and Refunds Policy
- Student Handbook
- Online Terms and Conditions
- Enrolment Policy and Procedure
- Records Management Policy

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Version	Date	Author	Summary of Changes
2026.2	21-04-2026	Operations Manager	New policy aligned to the Standards for RTO's 2025

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