



# CANCELLATION & NO-SHOW POLICY

## Purpose

To ensure fairness, consistency, and operational efficiency in the delivery of our training services, the following cancellation and no-show policy applies to all enrolled students and clients.

## Policy

All cancellations or rescheduling requests must be submitted in writing and are subject to the terms below. Due to the significant planning and resourcing required to deliver our training programs, cancellations and non-attendance impact our operations, trainers, and other students.

## Cancellation Timeframes & Fees

- Cancellations made 5 or more working days prior to the scheduled course<sup>i</sup> are eligible for refund (less a \$100 administration fee) or rescheduling at no additional cost.
- Cancellations made within 24 hours or failure to attend on the day of the scheduled course/ lesson(s) or assessment will incur the full course fee -
  - The original booking (cannot be rescheduled under the existing cost, and a new invoice for the full cost of the course will be issued if training is to be rebooked).
  - Any missed lesson(s) not paid for in full will result in the PDA being forfeited.

## Illness or Extenuating Circumstances

We understand that unforeseen circumstances, such as illness or emergencies, may occasionally prevent attendance.

- If you are unable to attend due to illness, a valid medical certificate must be provided within 48 hours of the scheduled session.
- In such cases, rescheduling may be considered at our discretion.
- Refunds for extenuating circumstances are only considered upon submission of a Refund Request Form and are subject to approval by the CEO.

## Postponements

- Students may postpone their course once only, provided written notice is given at least 5 working days prior to the scheduled course date.
- The rescheduled course must be booked and confirmed within 3 months of the original date, or the fees paid will be forfeited.

## No Refunds Apply if:

- Cancellation made less than 5 working days of the scheduled course without approved supporting documentation.
- The student fails to attend or complete their course/ lesson(s) or assessment without a valid reason.

Name of document:	Cancellation & No-Show Policy
Version Number: 1	Location: <a href="#">24. Cancellation &amp; No-Show Policy.docx</a>
Reviewed: Jun 2025	Next review due: Jun 2026
RTO Number: 52853	Written by: Blue Horse Truck Driver Training

- The student chooses not to proceed with their Practical Driving Assessment (PDA) after training has commenced, the PDA forms part of the overall course cost and is not itemised for partial refunds.
- The student fails the PDA and chooses not to rebook
- The student does not complete the online theory component prior to the course date, affecting their training time allocation.

### **Organisational Responsibility**

- If an organisation is responsible for payment, the onus is on the organisation to ensure full payment is made, regardless of the outcome of training.
- This includes situations where a student cancels within 24 hours or fails to attend. The full course fee still applies and must be paid by the organisation as per the agreed booking.

### **Links to other systems, processes, or documents:**

- Quality System procedure and forms
- Refund Policy & Procedure
- Student Handbook
- Online Terms and Conditions
- Website

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<sup>i</sup> Additional lesson(s), assessments or re-assessments are considered a course and are subject to the same policy

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