

## Training QMS

### Fees and charges information – Refunds

<p><b>Compliance requirement</b></p> <p>5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:</p> <p>c) learner's right to obtain a refund for services not provided by the RTO in the event the:</p> <p>i) arrangement is terminated early; or</p> <p>ii) the RTO fails to provide the agreed services.</p>	<p>SRTO 5.3 (c)</p>
<p><b>FOR PUBLICATION IN LEARNER HANDBOOK</b></p>	
<p><b>Cancellation of a course by you</b></p> <p>If you decide to discontinue a course, then we require notification in writing and the cancellation date is the date on the Completion/Withdrawal form. Cancellation is also acceptable by email and the cancellation date is the date the email was sent. You will receive any refund that is due to that point in time. You will also receive a statement of attainment listing any units of competency that you have completed successfully to that date.</p>	
<p><b>Time of cancellation</b></p>	<p><b>Refund due</b></p>
30 or more days prior to commencement date	Refund of all fees paid
Between 29 – 15 days prior to the commencement date	Refund of all fees less 20% administration fee
Less than 15 days prior to the commencement date	Refund of all fees less 30% administration fee
1-28 days after course has commenced	Refund of all fees less 50% administration fee
28 + days after commencement	No refund and all fees payable
<p>In the case of distance learning, training and assessment has commenced once the materials have been downloaded.</p> <p>In the case of online learning, training and assessment has commenced once the username and password issued to the learner have been used to login.</p>	
<p><b>Cancellation of a course by us</b></p> <p>If we cancel a course for any reason, learners enrolled at the time that we announce the cancellation will be entitled to a full refund for any training and assessment that has been paid for but not delivered at time of cancellation. This will incur no administrative charges or penalties and will be paid within 28 days.</p> <p>If we are unable to provide all units that are part of the course, course fees already paid for unavailable unit/s will be refunded. A statement of attainment will be issued for any units that have been completed successfully in that time.</p> <p>Alternately, we may arrange for another course, or unit/s, to be provided to you at no (extra) cost. Where you agree to this arrangement, we shall not be liable to refund the money. You are not obligated to accept this offer.</p>	
<p><b>Procedure</b></p> <ol style="list-style-type: none"> <li>1. Written notification of cancellation received (email is acceptable)</li> <li>2. Refund request forwarded to Accounts Department</li> <li>3. Accounts Department refunds monies</li> </ol>	<p>RTO administration</p>

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4. Note made in learner/client's file	Accounts
<p><b>Publication of refund policy</b></p> <p>This policy must be published:</p> <ul style="list-style-type: none"> <li>• in the Learner Handbook</li> <li>• on website, if it is advertising general RTO programs</li> </ul>	<p>RTO administration</p> <p>Website manager</p>
<p><b>Related procedures</b></p> <ul style="list-style-type: none"> <li>• Learner Handbook</li> <li>• Fees information</li> <li>• Completion/Withdrawal Form</li> </ul>	