

## 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, 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 a statement of attainment listing any units of competency that you have completed successfully to that date.</p> <p>The student will not be entitled to a refund once the course commences and is liable to pay the full tuition fee applicable as per the terms of the refund policy below.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">Time of cancellation</th> <th style="width: 50%;">Refund due</th> </tr> </thead> <tbody> <tr> <td>Student withdraws prior to commencement of course.</td> <td>100% Refund of any tuition fees paid. Any material fees paid for resources that have been supplied are non-refundable.</td> </tr> <tr> <td>Student withdraws after commencement of course.</td> <td>No Refund and student is liable for all tuition fees.</td> </tr> </tbody> </table> <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>		Time of cancellation	Refund due	Student withdraws prior to commencement of course.	100% Refund of any tuition fees paid. Any material fees paid for resources that have been supplied are non-refundable.	Student withdraws after commencement of course.	No Refund and student is liable for all tuition fees.
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<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> <li>4. Note made in learner/client's file</li> </ol>	<p>RTO administration</p> <p>Accounts</p>						
<p><b>Publication of refund policy</b></p>	<p>RTO administration</p>						

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<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>	Marketing
<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>	