

TYPE OF DOCUMENT: POLICY

TITLE: REFUNDS

DOCUMENT NUMBER: POL32

VERSION NUMBER: 2.0

POLICY STATEMENT

Perth Boat School is committed to ensuring fair and reasonable refund practices are in place.

In accordance with the requirements of the Australian Quality Training Framework (AQTF 2007), Perth Boat School will:

- a) implement and maintain procedures for fair and reasonable refund of fees paid; and**
- b) refund fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.**

REFUNDS

1.0 INTRODUCTION

Perth Boat School is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF 2007). As such, Perth Boat School is required to have a fair and reasonable refund policy in place.

2.0 PRINCIPLES:

The following principles underpin this policy:

- Perth Boat School will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.
- Perth Boat School Pty Ltd refund policy is that once a trainee has commenced their training or assessment there is no refund of the course, training or assessment fees.
- A fee equal to 50 % of the full fee is charged where cancellations occur within 7 (seven) days before commencement of an enrolled course or assessment.
- Fees are refunded in full where the trainee submits in writing good reason for withdrawal, more than 8 (eight) days commencement of an enrolled course or assessment.
- There is no refund for recognition of prior learning (RPL) assessments after enrolment.
- There is no refund to participants who do not obtain their qualification after assessment.

- Perth Boat School Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal to a course by a student.
- Perth Boat School provides full refund to all students, should there be a need for Perth Boat School to cancel a course, or provide an opportunity for the student to attend another scheduled course.
- Perth Boat School will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- The Director Perth Boat School is the person who has defined responsibility and authority to:
 - Ensure that Perth Boat School complies with its financial management policies;
 - Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
- Where a student withdraws from a training program, they must provide written notification of their intention to withdraw and apply for a refund for the course. This may be via letter, email or the completion of Perth Boat School refund form.
- If Perth Boat School cancels a course, students do not have to apply for a refund, Perth Boat School will process the refunds automatically.
- Refunds for cancellation of enrolments are granted on a sliding scale.
- Payment of all refunds is made within one week (seven days).
- Refunds for enrolments on individual courses will be calculated in accordance with the following sliding scale:

Reason for Refund	Notification requirements	Refund
Participant withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the cost of the course
Participant withdraws	In writing, within seven (7) calendar days prior to the course commencement.	50% of the cost of the course
Participant withdraws	In writing, on or after course commencement.	Nil Refund
Participant withdrawn from the course by Perth Boat School	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by PERTH BOAT SCHOOL		Full Refund

3.0 SUPPORTING DOCUMENTATION

Perth Boat School documentation which supports the implementation of this Policy includes:

- F32_01 Refund Application Form

4.0 PROCEDURES:

REFUNDS – STUDENT APPLICATION

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Step One – Application for refund
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- 1 Student provides written notification of their withdrawal from a course, requesting a refund of fees paid.

Step Two –Processing of Refund

- 1 The Director Perth Boat School will review the refund application and ensure that the student is eligible for a refund.
- 2 If a refund is due, the Director Perth Boat School will calculate the amount of refund due to the student.
- 3 The Director Perth Boat School will check student records to identify how the money was originally paid (ie cash, cheque, company or credit card).
 - a. If the money was originally paid via cash or cheque, the Director Perth Boat School issue a cheque.
 - b. If the money was originally paid via Credit card, the Director Perth Boat School will process the refund via the credit card.
 - c. If the money was originally paid by a company, the Director Perth Boat School will apply a credit to the company account or provide a cheque for the refund.

Step Three – Processing Refunds on SMS

- 1 See Vettrak procedures manual

REFUNDS – RPL CANCELLED COURSE

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Step One – Processing Cancelled Course Refunds

- 1 Should a Perth Boat School course need to be cancelled for any reason, the Director Perth Boat School will identify all those persons who have paid course fees for that particular course.
- 2 The Director Perth Boat School will determine the full amount of refund due to the students.
- 3 The Director Perth Boat School will check to identify how the money was originally paid (ie cash, cheque, company or credit card).
 - a. If the money was originally paid via cash or cheque, the Director Perth Boat School issue a cheque.
 - b. If the money was originally paid via Credit card, the Director Perth Boat School will process the refund via the credit card.
 - c. If the money was originally paid by a company, the Director Perth Boat School will apply a credit to the company account or provide a cheque for the refund.

Step Two – Processing Refunds on SMS

- 1 See Vettrak procedures manual