

# REFUNDS POLICY

## POLICY STATEMENT

The RTO is committed to ensuring fair and reasonable refund practices are in place.

In accordance with the requirements of the Australian Quality Training Framework, The RTO will:

- a) implement and maintain procedures for fair and reasonable refund of fees paid; and
- b) refund fees and charges paid by individuals / clients, for ASQA regulated courses where neither content nor assessment activities have been delivered.
- c) For non-ASQA regulated courses refunds will vary dependant on the course and these are covered further into this document if they are any different to the Principles below.

## INTRODUCTION

The RTO is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF 2007).

As such, The RTO is required to have a fair and reasonable refund policy in place.

## PRINCIPLES:

The following principles underpin this policy:

- The RTO will strive to maintain its highly competitive fee structure.
- The RTO will make it clear how each part of the course is conducted and student is made aware that a refund policy exists, before enrolment. Student is required to accept such policy prior to enrolment.
- The RTO will encourage students to complete their course and achieve the qualification, rather than give up and get relevant refund.
- The RTO refund policy is that **once a trainee has commenced either 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 an acceptable reason for withdrawal, more than 8 (eight) days prior to commencement of an enrolled ASQA regulated course or assessment, if this is before a correspondence course has been mailed to the student.
- 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.
- There is no refund for a Correspondence course once the course has been mailed to the student.
- There is no refund for recreational courses where any part of the course, training or assessment has begun. Packages are considered a single course and are not able to be separated into components for refund purposes. No refund for any package if any part of the package has already been provided.
- The RTO does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

The RTO will either to provide full refund to all students, should there be a need for the RTO to cancel a course, or provide an opportunity for the student to attend another course.

- The RTO will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Director of the RTO is the person who has defined responsibility and authority to:
  - Ensure that the RTO 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 the RTO refund form.
- Refunds for cancellation of enrolments are granted on a sliding scale.
- Payment of all refunds is made within one week (seven days).

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- Refunds for enrolments on individual courses will be calculated in accordance with the following sliding scale:

### **NOTE:**

Coxswains Correspondence Course Commencement date is considered to be 2 days after the Correspondence Kit is mailed.

Skippers Ticket commencement date is the date booked for the face to face training and assessment

VHF commencement date is date of assessment as assessment is the only item charged for.

### **IF:**

Participant withdraws In writing, eight (8) calendar days or more prior to the (defined) course commencement date. Refund 100% of the cost of the course

Participant withdraws in writing, within seven (7) calendar days prior to the course commencement. Refund 50% of the cost of the course

Participant withdraws in writing, less than one (1) day before course commencement. Nil Refund.

Participant withdraws In writing, on or after course commencement. Nil Refund

Participant withdrawn from the course by The RTO After course commencement, due to inappropriate behaviour. Nil Refund

Course cancelled by THE RTO. Full Refund

### **CORRESPONDENCE AND ONLINE Courses:**

Once course is mailed, no refund for course.

In the event a student has booked Recreational Skippers Ticket training and assessment, Marine Radio test, vessel use, plus any number of Coxswains units, then each part is considered separately and refunded in accordance with the Refund Policy, with the total amount refunded to then minus \$50 admin charge and the remainder to be refunded to the student.

### **POSTPONEMENTS**

Whilst every effort is made to be flexible and allow students to change their course dates, this is 'within reason' and students that attempt to change dates or times an excessive number of times (ie more than 2x) will not be allowed to postpone again and will be regarded as no shows and thus cancellations if they do not turn up on the set date.

As the majority of courses are one on one, the late postponement means the trainer and boat is booked and no replacement students can take the postponed students' place, meaning cost to the RTO. This is unsustainable and as the RTO is required to have systems in place to ensure sustainability, we will allow 2 date or time changes to a booking, before cancelling the student, with no refund. In circumstances where a trainer allows more postponements, this does not negate this clause of the refunds policy and students that abuse this, will be cancelled with no refund.

Coxswain students are required to pay a fee of \$100 to postpone their course. RST students need to rebook and re-pay if they wish to do the course after cancellation.

### **STUDENT APPLICATION FOR REFUND**

Step One – Application for refund

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 The RTO will review the refund application and ensure that the student is eligible for a refund.

2 If a refund is due, the Director The RTO will calculate the amount of refund due to the student.

3 The Director The RTO will check student records to identify how the money was originally paid (ie cash, cheque, company or credit card).

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- a. If the money was originally paid via cash or cheque, the Director The RTO issue a cheque.
- b. If the money was originally paid via Credit card, the Director The RTO will process the refund via the credit card.
- c. If the money was originally paid by a company, the Director The RTO will apply a credit to the company account or provide a cheque for the refund.

## REASONS

We will not issue refunds for:

Any enrolment that falls within 21 days (or less) prior to the commencement of any classroom "face to face" course.

Any reason, medical or otherwise, once the student's course has commenced.

Change in student's work hours

Inconvenience of travel to training or assessment

Moving interstate

Job change or retrenchment

Students who leave their employment or withdraw from the course/module qualification before finishing course/module/qualification.

We will only issue refunds when:

An enrolment in any course or assessment has been cancelled by us.

Student gives us written notice 21 days prior to commencement of each individual course, qualification, training workshop or "Assessment Only" pathway.

Review of RPL indicates that student does not have to undertake the course/part of the course.

Student notifies us before the commencement of the course that they are unable to attend due to extended hospitalisation/illness, and/or pregnancy/childbirth. (Doctors Certificate Required)