

Refund Policy

1. Purpose

All-Ways Training Services (AWTS) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, AWTS is required to have and provide details of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

AWTS is committed to ensuring fair and reasonable refund practices.

AWTS will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by students/clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) The Refunds Policy is referred to in the Student Handbook available on the website. The Student Handbook is emailed to all students at pre-enrolment and at confirmation of enrolment.
- b) Payment of refunds are made within one week (seven days) of application for a refund.
- c) With regard to all withdrawals, AWTS will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a student has commenced their course/unit.
- f) There is no refund to students who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the student.
- h) AWTS does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- i) Where there is a need for AWTS to cancel a course, i.e. in the event of equipment failure, power cut, extreme weather, trainer illness, or any other circumstance outside of AWTS' control, every effort will be made to continue but AWTS reserves the right to cancel the course and reschedule for a later date where necessary. Alternatively, AWTS will provide a full refund to all students.
- j) If AWTS cancels a course prior to course commencement, students will be offered alternative dates or a refund.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1).

3.1 Short Courses & Skill Sets

Refunds for enrolments in classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil refund
Students withdrawn from the course by All-Ways Training Services	Verbally, after course commencement (due to inappropriate student behaviour)	Nil refund
Course cancelled by AWTS	Verbally, after course commencement (due to unforeseen circumstances)	Reschedule of course or full refund

- a) A fee equal to 25% of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment. This fee covers RTO administrative costs for processing of enrolment, reporting and other administrative actions related to cancellation.
- b) Fees are refunded in full where the client submits in writing (letter, email or refund request form) reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.
- c) Refunds, where applicable, will be made within 7 days of the notification.

4. AWTS Responsibilities

The Director of AWTS is responsible for ensuring compliance with this policy. Administration of AWTS will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The AWTS Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

All refund practices are monitored by the Director AWTS and areas for improvement identified and acted upon. (See Continuous Improvement Policy)