

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 to 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 as per the table below (see 3.1).

3.1 Short Courses & Skill Set - Refunds

Refunds for enrolments in classroom based courses will be issued in accordance with the following tables.

Reason for Refund	Notification requirements	Refund/reschedule of course
Student withdraws 8 days or more before course commencement	In writing, eight (8) calendar days or more before course commencement	100% of the course fee paid OR Student transferred to another course free of charge
Student withdraws 7 days or less before course commencement	In writing, 7 days or less before course commencement	Nil refund Student may be transferred to another course upon payment of the Course Transfer Fee (\$100 incl. GST) Course Transfer Fee may be waived at the discretion of the Manager where extenuating circumstances apply and satisfactory evidence is provided (see 3.2 below)
Student withdraws from course after course commencement	Verbally during course.	Nil refund Student may be transferred to another course at the discretion of the Manager where extenuating circumstances apply and satisfactory evidence is provided (see 3.2 below)
Student withdrawn from a course which has already commenced, by All-Ways Training Services	AWTS will verbally advise the student of reason for withdrawal from course, e.g. inappropriate student behaviour.	Nil refund
Course cancelled by AWTS due to unforeseen circumstances, e.g. trainer sickness.	Verbally and/or in writing as soon as possible if course has not commenced. Verbally, after course commencement.	Full refund OR Student transferred to another course free of charge

- a) A Course Transfer Fee of \$100 (incl. GST) is charged where cancellations occur within seven (7) days of course commencement. This fee covers RTO administrative costs for processing of enrolment transfer, reporting and other administrative actions related to cancellation.
- b) In situations where a student has been granted a reschedule of their course, it is expected that they will attend as directed. Where a student has been granted a reschedule of their course, the following conditions will also apply:

- Where a rescheduled student is unable to attend for a second time, a further reschedule will only be offered if more than one full week of notice has been provided, or in extenuating circumstances where satisfactory evidence has been provided, at the discretion of the an AWTS Manager.
 - Where a student has been granted a reschedule of their course in extenuating circumstances (without paying the Course Transfer Fee), AWTS reserves the right to 'bump' the student on to a later course up to 24 hours before course commencement where the course is full and a paying customer requests the place.
- c) 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.
- d) Refunds, where applicable, will be made within 7 days of receipt of the refund bank account details.

3.2 Short Courses & Skill Set – Course Transfer

Course transfer (instead of refund of fees) **may** be offered to students in the following circumstances, at the Manager's discretion:

- a) Where a student has a medical certificate confirming their inability to attend the course.
- b) Where a student has been impacted by a situation outside of their control and is able to provide evidence as such, e.g. motor car accident (police report), death of an immediate family member (death certificate), etc.

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)