

# 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). 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 student and 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 available on the AWTS website and is referred to in the Student Handbook. The Student Handbook is emailed to all students at the time of enrolment and at confirmation of enrolment.
- b) Payment of any refund is made within one week (seven days) of application for a refund (where eligible).
- c) With regard to all withdrawals, AWTS will firstly encourage students 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. This may be via letter or email.
- e) There is no refund applicable where a student has commenced their course.
- f) There is no refund for 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) The amount of any refund available is listed in the tables below. Refunds are dependent on the notice period given for cancellation and any non-refundable travel costs incurred by AWTS.
- i) AWTS does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student or cancellation of a course by AWTS.
- j) 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 students.

- k) If AWTS cancels a course prior to course commencement, students will be offered alternative dates or a refund.

### 3.1 Course Refunds - Individual Students

Refunds for individual student enrolments, regardless of whether the course is paid for by the student or their employer, will be issued in accordance with the following table:

| Reason for Refund  | Notification requirements   | Refund/reschedule of course  |
|--|---|--|
| Student withdraws <b>8 days or more before course commencement</b>               | In writing, eight (8) calendar days or more before course commencement  | 100% of the course fee paid<br>OR<br>Student transferred to another course free of charge  |
| Student withdraws <b>7 days or less before course commencement</b>               | In writing, 7 days or less before course commencement   | Nil refund<br>Student may be transferred to another course upon payment of the Course Transfer Fee (\$100 incl. GST)<br>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<br>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, <b>by AWTS</b>      | 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<br>OR<br>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 AWTS Manager. A further \$100 (incl. GST) will be charged to reschedule a second time.
  - 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 an individual student submits in writing (letter or email) a reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course.
- d) Refunds, where applicable, will be made within 7 days of receipt of the refund bank account details.

### 3.2 Course Transfer – Individual Students

Course transfer (instead of refund of fees) **may** be offered to students in the following circumstances, at the AWTS 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. car accident (police report), death of an immediate family member (death notice), etc.

### 3.3 Course Refunds - Corporate Course Bookings

Refunds for corporate course bookings to be held at either an AWTS site or the client's site, will be issued in accordance with the following table:

| Reason for Refund   | Notification requirements  | Refund/reschedule of course   |
|---|--|---|
| Client cancels course <b>14 days or more before course commencement</b> | In writing, fourteen (14) calendar days or more before course commencement | 100% of course fees<br>OR<br>Course re-scheduled free of charge<br><br>NOTE: Any non-refundable costs associated with client site bookings (e.g. flights/travel costs) will be borne by the client and will either be deducted from any refund offered or must be paid before rescheduling may occur. |

| Reason for Refund  | Notification requirements  | Refund/reschedule of course   |
|--|--|---|
| Client cancels course <b>8-13 days before course commencement</b>                | In writing, 8-13 days before course commencement   | 50% of course fees<br><br>NOTE: Any non-refundable costs associated with client site bookings (e.g. flights/travel costs) will be borne by the client and will either be deducted from any refund offered or must be paid before rescheduling may occur.      |
| Client cancels course <b>4-7 days before course commencement</b>                 | In writing, 4-7 days before course commencement  | 25% of paid course fees<br><br>NOTE: Any non-refundable costs associated with client site bookings (e.g. flights/travel costs) will be borne by the client and will either be deducted from any refund offered or must be paid before rescheduling may occur. |
| Client cancels course <b>0-3 days before course commencement</b>                 | In writing, 0-3 days before course commencement  | Nil refund<br><br>NOTE: Any non-refundable costs associated with client site bookings (e.g. flights/travel costs) will be borne by the client and must be paid in full before rescheduling may occur.   |
| Client withdraws from course after course commencement                           | Verbally during course.  | Nil refund  |
| Student(s) withdrawn from a course which has already commenced, by AWTS          | AWTS will verbally advise the student and advise the client in writing 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<br>OR<br>Course rescheduled free of charge  |

- a) Payment for corporate bookings is required in advance of course commencement. The above refund table only applies to clients who have paid in advance. If for any reason a client has not

made advance payment for their course booking(s) and then cancel within 13 days of course commencement or less, they will be invoiced for costs as per the above table.

- b) Fees are refunded in full where client submits in writing (letter or email), a reason for withdrawal, fourteen (14) days or more prior to commencement of a corporate course booking.
- c) Refunds, where applicable, will be made within 7 days of receipt of the refund bank account details.

### **3.4 Course Transfer – Corporate Course Bookings**

Course transfer (instead of refund of fees) **may** be offered to clients at the Director’s discretion, with associated costs as per the table above.

## **4. AWTS Responsibilities**

The Director of AWTS is responsible for ensuring compliance with this policy. Administration of AWTS will process refund requests within 7 days of receipt of the refund bank account details.

## **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)