

Refunds and Cancellation Policy

Refund Policy

Course Fees, Payments, Refunds and Certification(s)

1. Please refer to the course information available on the website for information (course information on the website) on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees. Once the fees are paid for in full, any certificate or Statement of Attainment will be made available to you.
4. Refunds may be made in the following circumstances:
 - a. Participants have overpaid.
 - b. Participants enrolled in training that has been terminated by the RTO.
 - c. Participant advises the RTO prior to course commencement that they are withdrawing from the course.
 - d. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO.
 - e. In the event that the RTO fails to provide the agreed services.
5. A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm access to start a course.
6. An administration fee is required to be paid prior to course commencement which is included within the deposit fee. Students may be entitled to a refund of the remaining deposit if the deposit is more than the administration fee. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee. If the total course fee is less than \$295, then the total of the course is to be paid prior to course commencement to secure a place within the course – deemed commenced once learning materials have been accessed.
7. No refunds will be issued once the student has commenced the course.
8. Students are responsible for the safe storage of their Certificates and Statements of Attainment. Students can access their certificates or statements of attainment through the student portal for a period of 12 months after course completion. A hard copy of the testamur can be requested in writing with a fee of \$45 being applicable.
9. The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion and finalisation of any outstanding balances payable for the course or unit of competency.
10. If a student is deemed not yet competent during the practical phase of their assessments, they

will be offered an opportunity to be reassessed within a reasonable timeframe. If a student is deemed not yet competent a second time, they will be given further training and assistance with an opportunity for reassessment once it has been deemed the student is ready for reassessment.

11. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
12. There will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course information on the website.
13. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six month period to undertake reassessment if required.

Cancellation Policy

Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager or their delegate (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

--- End of Policy ---

Version Control

Version #	Date	Changes
1.0	01/04/2021	First release
2.0	03/02/2023	Second release