

Refund Policy

1. Purpose

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

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

2. Policy Statement

Transforming Training is committed to ensuring fair and reasonable refund practices.

Transforming Training will:

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

3. Policy Principles

The following principles underpin this policy.

- a) Details of Transforming Training Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Transforming Training will firstly encourage a Learner 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 Learner 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 after 7 days where a Learner has commenced their course/unit.
- f) There is no refund to participants 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 Learner.
- h) Transforming Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a Learner.
- i) Transforming Training provides a full refund to all Learners, should there be a need for Transforming Training to cancel a course. In the first instance Transforming Training will (where possible) provide an opportunity for the Learner to attend another scheduled course.
- j) If Transforming Training cancels a course, Learners do not have to apply for a refund, Transforming Training will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (see below 3.1 & 3.2).

3.1 Qualification / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Fee Type	Description	Refund
Enrolment fee paid	RTO administrative processes for processing of enrolment, reporting and other administrative actions	Nil Refund
Unit fee paid	Learner submits in writing reason for withdrawal, seven (7) days or more prior to commencement of an enrolled course, stage or assessment.	100% refund
Unit fee paid with immediate commencement and access to materials	Units paid allowing access to course materials and assessments. Withdrawal within seven (7) calendar days	80% Refund
Unit fee paid with immediate commencement and access to materials	Withdrawal after seven (7) calendar days from payment with access to course materials and assessments	Nil Refund
Pilot course	Course with reduced fees	Nil Refund
Course cancelled by Transforming Training before commencement		100% of the fee paid by the Learner
Course cancelled by Transforming Training after commencement		Full refund provided for unit fees paid but not yet delivered.

3.2 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses, such as First Aid, or non-accredited training, will be calculated in accordance with the following:

Reason for Refund	Notification requirements	Refund
Learner withdraws	In writing, seven (7) calendar days or more prior to the course commencement	100% of the course fee (paid by the Learner)
Learner withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Learner withdrawn from the course by Transforming Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Transforming Training		100% of the fee paid by the Learner

4. Transforming Training Responsibilities

The Principal of Transforming Training is responsible for ensuring compliance with this policy.

Transforming Training will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The Transforming Training **Access & Equity Policy** applies.

6. Records Management

All documentation from Refund processes are maintained in accordance with **Records Management Policy**.

7. Monitoring and Improvement

All Refund practices are monitored by the Principal of Transforming Training and areas for improvement identified and acted upon. (See **Continuous Improvement Policy**)