



Refund Policy

Policy

To guarantee that information about our return policy is accurate, easily available, and consistent to all students, the procedure is offered.

Procedure,

1. Circumstances:

- To guarantee that any payments or deposits paid in advance for training or assessments are refunded. Consistent with all students' needs. A "dot" point in the description of the return policy is Form for enrolling students that must be checked off and signed as having been read and understood. On the website, you may find the form and the entire refund policy.
- At the CEO's discretion, refunds are given on a sliding basis.

Students entitled to a refund if:

- A course cancellation or reschedule is received in writing at least five working days before the course's start date.
- The RTO cancels a course or moves it to a time or place that is not convenient for the student+
- The student has a medical certificate and is unable to start the course because of their condition.
- The RTO cancels the course delivery with no alternative date set.
- The RTO stops operating as a business.

Students not entitled to a refund if:

Less than 5 working days before the start of the course, a course cancellation or reschedule request is received.

- they begin the course and decide to drop it without a good cause, in which case the remaining time and/or assessment won't count toward their grade (i.e., the student is not entitled to continue the course at a later date)
- advised to postpone their assessment, the assessment is included in the course cost, and it is held in credit with the RTO for at least three months.
- The remaining hours will be credited and the training will be rescheduled to a time that is convenient for everyone if there is a mechanical problem with the vehicle they are using for training.

- In the event that the RTO must postpone the course due to unanticipated events, the course will be rescheduled or kept in credit for a time that is convenient for all parties.

2. Refund process:

- Accepted refund requests that are submitted within the specified time frame(s) are entitled to a return of the upfront fees and/or deposits (minus a \$100 administration fee).
- Within 7 days after obtaining the refund form, refunds will be honoured.
- A few mitigating circumstances, such as the illness or death of a family member. (These matters will be handled at the CEO's discretion on a case-by-case basis.) The RTO might in some cases ask for supporting paperwork.

Links to other systems, processes or documents:

- Enrolment form
- Fees, Charges and Refunds policy and procedure
- Website