



# Refunds and Cancellation Policy

## 1. PURPOSE

The purpose of this policy is to state the processes taken to ensure students are given access to refunds on courses where a refund or cancellation is granted under the conditions of the Refund and Cancellation Policy.

Standard 5 – Informed and protected learners

Clause 5.3

## 2. SCOPE

This policy applies to all Pro-Lift Training & Assessment Services staff involved in training and administration processes.

This policy also applies to students who have enrolled or are currently undertaking a training course.

## 3. RESPONSIBILITIES

RTO Manager – policy control, ongoing compliance and adjustment

RTO Trainers/Assessor – implementation and use of policy

RTO Administration Staff - implementation and use of policy

Students, employers and third parties – to ensure they are fully aware of the refund and cancellation policy prior to enrolment of a training/assessment session or course and to follow procedures should a cancellation or refund be requested.

## 4. POLICY

### Student Communication

Students will be advised of refund and cancellation policy prior to course enrolment. This will be communicated via the Student Information Handbook and the Refund and Cancellation Procedure.

### Course Cancellations

Every effort will be made to ensure courses are not cancelled. In the event that a session has to be cancelled, Pro-Lift Training & Assessment Services will endeavour to make available another session within a reasonable time frame.

Pro-Lift Training & Assessment Services may at our discretion, cancel or postpone any training course at any time for the following reasons:

- in the event where insufficient numbers warrant a class
- where weather conditions have impacted the training environment to the severity that it is unsafe
- unforeseen unavailability of Pro-Lift Training trainers
- the training facility venue has become unavailable for any reason

Students will be notified when a course is cancelled or postponed within a reasonable time frame and offered a full refund or the opportunity to enrol in the course at a later date. All fees paid will be transferred to the new enrolment.

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## Course Disruptions

In the event where a course has been disrupted at any time after commencement, arrangements will be made for the participant to complete the training at a later date. If a suitable date cannot be arranged, a partial refund will apply and will be determined by the time and duration of the disruption.

At our training facility, course disruption may occur due to:

- weather conditions impacting the training environment to the severity that it is unsafe
- equipment malfunctions or breakdowns
- Equipment Resource Checklist has not been honored as previously stated in prior arrangements for course
- incidents of any nature, resulting in cessation of training
- Training facility venue becomes unavailable for any reason possible

If training is conducted at an employer/third party premises course disruption may occur due to:

- weather conditions impacting the training environment to the severity that it is unsafe
- Equipment Resource Checklist has not been honored as previously stated in prior arrangements for course
- equipment malfunctions or breakdowns
- training facility venue becomes unavailable for any reason possible
- incidents of any nature, resulting in cessation of training

**IMPORTANT INFORMATION:** Full refund of course will not be applicable. Course certification will not be issued until the course has been completed.

## Student Refunds

Students who advise Pro-Lift Training & Assessment Services their intention to cancel their enrolment in a course for any reasons, will be entitled to a refund depending upon the timeframes below:

- 7 business days or more a full refund will be provided
- 4 to 6 business days 50% refund, less \$50 administration fee will be provided
- 3 business days or less no refund will be provided

Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation

If the student cancels a course or is prevented from completing a course due to injury, ill health, or the death of an immediate family member, a full refund minus a \$50 administration fee will be provided, where a medical certificate or relevant documentation is supplied.

If the student wishes to postpone a course due to injury, ill health, or the death of an immediate family member any fees paid can be transferred to a new course date without the administration fee provided a medical certificate or relevant documentation is supplied.

No refunds will be given if the student fails a course.

Applicable course pre-requisites must be supplied prior to the course commencement. If the student does not provide the required pre-requisites the student may not be able to attend the course and will forfeit all fees paid.

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All applications for refunds must be received in writing by completing a Refund Request Form and providing relevant documentation where required.

Refunds will be made via direct debit to the nominated bank of the Student's choice and will be made within 7 business days from cancellation approval.

### Refunds for Organisations/Employers

Employers who advise Pro-Lift Training & Assessment Services their intention to cancel the course enrolments for any reasons, will be entitled to a refund depending upon the timeframes below:

- 7 business days or more a full refund will be provided
- 4 to 6 business days 50% refund, less \$50 administration fee will be provided
- 3 business days or less no refund will be provided

Employers are strongly advised to consider their work commitments before enrolling to avoid this situation

A person with the required course pre-requisites can be substituted to complete the course, in the event the original student enrolled cannot complete the course for any unforeseen reasons. Notice of substitution must be provided no less than 3 business days prior to course commencement.

Applicable course pre-requisites must be supplied prior to the course commencement. If the employers do not provide the required pre-requisites the student may not be able to attend the course and will forfeit all fees paid.

Refunds will be made via direct debit to the nominated bank of the employer's choice and will be made within 7 business days from cancellation approval.

### Course Withdrawals and Transfers

If a student commences a course but withdraws part way through due to injury, ill health or the death of an immediate family member, the student will be permitted to return within 60 days and complete the training.

If the student is unable to return to complete the training, then a refund based on the percentage of the course not completed will be provided, where a medical certificate or relevant documentation is supplied.

Transfers to a different course date will be accepted up to 7 days prior to the course commencement. Transfers once the course has started will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited.

To cancel a course enrolment(s), participant must contact Pro-Lift Training & Assessment Services in writing or in person.

Where a student leaves before finishing a course and they do not produce a medical certificate or similar, fees paid will be forfeited, unless advised at the discretion of Pro-Lift Training & Assessment Services

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## User Choice Student Contribution Fees

In the event that a student cancels before any training has been conducted the student or third-party payer will receive a full refund for any fees paid.

If a student cancels part way through the apprenticeship/traineeship, fees will be refunded on a pro-rata basis determined by the units of competency that have been completed and/or for which training has started.

This means that any refund will be calculated according to the proportion of training that has occurred:

- A refund of 50% of the tuition fee will apply to units of competency for which training has started but the student withdrawals from.
- A full refund will be provided for units of competency in which the student has not started any training activities.

If any additional charges or fees have been applied and paid by an employer/third party these fees will also be refunded either in full if no training has occurred or on a pro-rata basis on the training that has been undertaken.

## Certificate 3 Guarantee Co-contribution Fees

In the event that a student cancels before any training has been conducted the student or third-party payer will receive a full refund for any fees paid.

If a student withdraws from a course fees will be refunded on a pro-rata basis. This means that refunds will be calculated according to the proportion of training that has started.

A full refund will be provided for units of competency in which the student has not started any training activities.

No refunds will be provided for units of competency for which training has started but the student withdrawals part way through.

If any additional charges or fees have been applied and paid by an employer/third party these fees will also be refunded either in full if no training has occurred or on a pro-rata basis on the training that has been undertaken.

## Debt Collection

If non-payment of invoice is greater than 90 days, then the matter will be referred to a debt collection agency, if prior agreement has not been discussed and approved by Pro-Lift Training & Assessment Services.

## 5. REFERENCES

RTO Standards

2017 – 2020 Pre- Qualified Supplier Audit Evidence Requirements (User Choice)

2018 – 2019 Pre-Qualified Supplier Audit Evidence Requirements (VET Investment Programs)

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## 6. RECORDS

PL-003 Course Fees Policy  
 PR-006 Refund and Cancellation Procedures  
 HB-001 Student Information Handbook  
 FM – 122 Refund Request Form

### Document Control

Version	Date	Originator	Reviewed By	Date Approved	Comment
1	01/07/2012	AMD			New procedure
2	27/08/2014		P Mould	27/08/2014	Updated policy to new format and document naming; and with new content regarding timelines etc.
3	06/01/2015		P. Mould	06/01/2015	Update Standard information and minor wording changes.
4	29/10/2015		P. Mould	29/10/2015	Addition of User Choice information.
5	05/11/2018		P. Mould, S Ward, A Finucan	12/11/2018	Update to reflect new business practices and contract requirements

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