

Refund Policy

1. Purpose

ACTIVE TRAINING is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, **ACTIVE 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 client refunds.

2. Policy Statement

ACTIVE TRAINING is committed to ensuring fair and reasonable refund practices.

ACTIVE 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 / clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of **ACTIVE 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, **ACTIVE TRAINING** will firstly encourage a client 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 client 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 where a client 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 client.
- h) **ACTIVE TRAINING** does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) **ACTIVE TRAINING** provides a full refund to all clients, should there be a need for **ACTIVE TRAINING** to cancel a course. In the first instance **ACTIVE TRAINING** will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If **ACTIVE TRAINING** cancels a course, clients do not have to apply for a refund, **ACTIVE 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 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by ACTIVE TRAINING	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by ACTIVE TRAINING		100% of the course fee (paid by the client)

3.2 Qualifications / 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	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the client is Refunded

3.3 External Courses (Remote)

- a) There is **no refund** applicable where a client has received the course materials or has been provided access to these via the Student Portal.

3.4 Special Considerations

- a) Clients who experience unforeseen circumstances resulting in withdraw from a course, may be eligible to apply for a special consideration for a partial or full refund of course fees.
- b) Special consideration reasons may include:
 - i. Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression. A doctor's certificate will be required.
 - ii. Bereavement.
 - iii. Hardship/Trauma for example, victim of crime, sudden unemployment.
 - iv. Other extenuating circumstances (to be assessed on application).
- c) Clients wishing to apply for special consideration in the above circumstances may do so by emailing info@activetraining.net.au.

4. ACTIVE TRAINING Responsibilities

The Chief Executive Officer, **ACTIVE TRAINING** is responsible for ensuring compliance with this policy. The Office Administrator, **ACTIVE TRAINING** will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The **ACTIVE TRAINING** 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 Chief Executive Officer, **ACTIVE TRAINING** and areas for improvement identified and acted upon. (See Continuous Improvement Policy)