

Refund Policy

Purpose

The purpose of this policy is to ensure that ABC Licence Training and our third party providers adheres to and are compliant with Clause 5.3 of Standard 5 of the Standards for Registered Training Organisations (RTOs) 2015. ABC Licence Training has an obligation to provide all relevant fee information regarding fees that must be paid as well as payment terms and conditions including deposits and refunds prior to enrolment or commencement of training and assessment, whichever comes first. ABC Licence Training will also advise all its learners of their rights as a consumer under the Consumer Law. As per Clause 7.3 of Standards 7; ABC Licence Training will take measures to ensure that all prepaid fee from individual learners, or prospective learners are protected. ABC Licence Training will ensure all requests for refund will be considered and decided upon in a fair and transparent manner.

Process

ABC Licence Training and all third party providers will provide all information regarding fees and charges as well as the refund policy at the time of enrolment. This will ensure that the learner is in a position to make an informed decision regarding their enrolment among other things to consider. ABC Licence Training will offer a fee structure to its learners based on their choice of units/program and may vary from course to course. The quoted fee will include administration fee, course fee, access of any specialised equipment or facility necessary for the completion of the program and a copy of the statement of attainment for the enrolled unit/program. Course fees are due and payable at the time of enrolment unless otherwise advised. ABC Licence Training reserves the right to not issue any final certifications or Statements of Attainment till the fee is paid in full.

All refund requests must be submitted in writing to the third party provider along with the supporting documentation. In certain circumstances; we may allow you to transfer the booking and/or payment to another person or date. A maximum of 3 transfers per booking may be considered under certain circumstances.

If the refund request is approved, then the refund payment is processed within 14 days from the date of the request. Refunds will be made electronically into the bank account provided

by the student. Please note an administration fee may apply for processing refunds. In the event that the request for refund has been denied by the third party provider then the student is advised of the outcome in writing. A student may access the complaints and appeals process if they wish to do so and would like a further review of the decision made in regards to the refund. Escalation for a refund can be made by contacting ABC Licence Training at admin@abcfirstaid.com.au Refunds are at the discretion of the CEO.

Please refer to the table below:

| Fee Refund Scenario | Refund Policy |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Request to withdraw from the program 24 hours or more before the scheduled session | Full refund of total fees paid minus a \$25 Administration Fee |
| Request to withdraw less than 24 hours prior to the scheduled session | No refund will be given. You may re- book at a discounted price of 20% off the full course fee. |

As fees are paid directly to the third party provider, the third party provider is responsible for paying any refunds to students.

Record Management

All records of student payment as well as records of refunds processed will be retained electronically for a minimum of 7 years. Records of appeals against rejection of refund request along with the outcome of appeal will be maintained for a maximum of 2 years from the date of appeal. All appeals and complaints will be recorded in the complaints and appeals register and is part of the quality assurance process of ABC Licence Training.

Management Action and Responsibility

The office manager is responsible for processing refunds as per this policy. The CEO holds the overall authority to approve and ensure the effective implementation of this policy. All third-party providers and franchisees of ABC Licence Training will also abide by this policy.

Definitions

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Learner failure to complete the pre-study | No refund applicable and learner will be unable to attend the training session |
| Non-attendance or failure to attend on time for the scheduled session. | No refund applicable |
| ABC Licence Training identifies a LLN difficulty for the student and is unable to coordinate a satisfactory learning plan for the student as a result of which training is cancelled. | Full refund. Administration fee of \$25 may apply. |
| ABC Licence Training or its providers are unable to deliver the course/session. | Full refund |

- **Enrolment:** An enrolment is confirmed upon submission of the application form along with the payment of the course fee.
- **Course Fee:** Includes all fee and charges such as administration fee, fee for the training and assessment of the unit, access of any specialised equipment or facility necessary for the completion of the program and a copy of the statement of attainment for the enrolled unit/program
- **Administration Fee:** Covers the administrative costs, for e.g. while processing a refund etc.
- **Pre-Paid Fee:** Fee paid by the learner before the commencement of the course.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The Australian Consumer Law 2011.