



## **Fees, Payment Terms and Refund Policy / Procedure**

Fees may apply if you cancel your enrolment.

This policy/procedure provides all staff and students information on the ability to apply for a refund of tuition fees in certain circumstances.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Administration Officer and the following procedures followed in assessing the application.

All refund information is made available to students through the enrolment process and is included on the 'Enrolment Form', which the student signs prior to acceptance into a course of study with Driven Training and money accepted from a student.

### **Payment Terms**

You will be issued with a Tax Invoice for the course in which you participated. This is due and payable as follows:

- If paying by credit card, it is to be processed on the day of the course or prior to the course
- 7 days from date of invoice for Individuals
- 30 days from date of invoice for Corporate clients

### **Procedure**

All 'refunds' are to be signed off by the CEO and applications processed within fourteen (14) days of the application being placed.

Course fees are not refundable unless:

- You withdraw from the course prior to two (2) working days of the course, OR
- You can prove serious illness or misadventure.

There will be no refund where a student breaches the Driven Training Policies and Procedures or withdraws after commencement of the course.

Where fees have been paid by a third party/employer, the refund will be paid to that entity.

All Refunds will be processed within 14 days of receipt of written application for a refund.

A student may transfer their fees to another course or another student from the same organisation prior to the cut off time of two days prior to commencement of course.

### **Appealing Refund Decision**

A student may appeal the Refund decision in writing which will be assessed by the CEO within 14 days.

Refunds due to non-delivery of course by Registered Training Organisation:

- The course does not start on the agreed date
- The course stops after commencement but before completion

Refunds in these instances will be paid in full within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no extra cost as an alternative to refunding the monies. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.



Applications for refunds are to be processed within 14 days from the date of application. The assessment of refund applications shall be granted by the CEO as indicated below:

<b><u>Refund Schedule</u></b>	
Withdrawal prior to agreed start date	Full refund if withdrawal received 2 or more working days prior to the course start.
Withdrawal after the agreed start date	No Refund of tuition fees
Corporate Clients	May apply fees to other members of their organization for a future course.
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

\* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

#### **Appealing Refund Decisions**

All students have the right to appeal a refund decision made by the RTO. Students wishing to access the Complaints and Appeals Procedure from the RTO should contact Traineeship Department. This policy, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

#### **Further Information**

If fees have been paid by a third party, then refunds will be payable to that third party. Any information that you provide to RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.