

## REFUND POLICY

Rexcel Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015. As such, Rexcel Training is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy and related procedure is to provide all learners, employers and staff with information:

- On the ability to apply for a refund of course fees in certain circumstances.
- To keep advance payments of fees to a minimum (\$1,500 for learners) and hence reduce the financial risks and service standards.

### Policy Principles Refund Procedure

The following principles underpin this policy:

- Rexcel training's Refund Policy is to be made publicly available.
- Payments of all refunds are made within 2 weeks (14 days working days) of application for refund.
- With regard to all withdrawals, prior to processing refund applications, Rexcel Training will firstly encourage the learner to:
  - continue with their enrolment by providing the learner with additional learning support or
  - defer the course to a later date
- Written notification of withdrawal from a course must be provided by a learner to apply for a refund of a course. This may be via letter or email
- The learner must complete the withdrawal/deferral/ amendment form and submit to Rexcel Training along with the refund request form.
- There is no refund applicable for textbooks/uniforms/consumables/ locker hire etc.
- There is no refund applicable for learners who do not gain competency after completing assessment.
- Rexcel Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a learner.
- Rexcel Training provides a full refund to all learners, should there be a need for Rexcel Training to cancel a course. In the first instance Rexcel Training will (where possible) provide an opportunity for the learner to attend another scheduled course.
- If Rexcel Training cancels a course, learners do not have to apply for a refund; Rexcel Training will process the refunds automatically.
- Refunds for cancellation of enrolments are granted based on the information provided in the table below.
- An initial non-refundable administration fee of \$250 will apply to all courses.
- When a learner and/or employer have made an advanced payment for the delivery of a non-accredited course/workshop(s) and they cancel.
  - 7 working days prior to the commencement of the course/workshop(s), a full refund less the administration fee will be provided within 20 working days of notifying Rexcel Training of your cancellation to attend the course, and
  - Between 3 and 7 working days of the course commencement date, 50% of the fee will be refunded, less the administration fee.

- Cancellations within 2 working days from the course commencement date or non-attendance on Day 1 will attract a 100% cancellation fee of the total course fee being charged.
- If the learner commences the course and then withdraws after attending 1 day of the course, this will result in the full cancellation fee being applied, unless the learner can provide evidence of extreme personal hardship or medical condition.
- Should a learner wish to finalise in-completed unit of competencies in a future course, the original fee payment can be used as credit towards that course within 6 months of initial payment. A learner should request an "Application for Refund" form from the Administration and Compliance Officer.
- If a learner wishes to change his/her enrolment to another course delivered concurrently with the enrolled course, the fees paid will be transferable to the new course. A second administration fee will not be charged.
- The RTO Manager must be notified of all course cancellations.
- Rexcel Training reserves the right to suspend or cancel an enrolment because of:
  - Failure to pay an amount the learner and/or employer was liable to pay.
  - The learner has demonstrated a behaviour unacceptable to Rexcel Training, including but not limited to behaviour as described in the Plagiarism, Cheating and Collusion Policy-Procedure; no refund of tuition fees is payable.
- All course fees include up to 2 attempts at successfully completing a Unit of Competency. The learner and/or employer will be requested to pay a fee of \$100 if a third attempt is required for the learner to be deemed competent.
- If the employer decides to cancel the traineeship during the course at a point during a quarterly period, they will still need to make a service payment for the trainee; after this payment no further payments will be required.
- Once the employer has provided the Administration and Compliance Officer with written cancellation advice and an Application for Refund Form, the following documentation will be, forwarded to, the finance department:
  - The written notification from the employer (email, fax, post).
  - Completed Application for Refund Form.
- An EFT payment will be forwarded to the employer, once the Finance Department has determined the refund amount for the employer with a covering letter stating the amount of refund.
- Rexcel Training may, arrange for another course, or part of a course to be provided to the learner at no extra cost as an alternative to refunding course fees. Where the learner agrees to this arrangement, Rexcel Training will not be liable to refund the money owed to the learner for the original enrolment.

**For Government subsidised (traineeships) or Fee-for-Service learners:**

- A once off course fee payment arrangement will be negotiated with the employer and confirmed in writing i.e. a Service Level Agreement.
- The payment of the initial Administration Fee is non-refundable.
- Rexcel Training will provide a refund (less the administration fee) if they are unable to deliver the course for which the original enrolment and payment (Administration Fee) has been made.
- If the employer decides to cancel the traineeship before course commencement – steps 1 through to 10 apply.

Reason for Refund	Notification requirements	Refund
Learner withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the learner)
Learner withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Learner has already paid)
Learner withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Course cancelled by <b>Rexcel Training</b>	100% of the course fee (paid by the learner)	

**Appealing the Refund Decision:**

- All learners and employers have the right to appeal a refund decision made by Rexcel Training.
- This policy-procedure and the availability of the complaints, grievances and appeals process, does not remove the learner's or employer's right to contact the Office of the Training Advocate or ASQA and/or Australia's Consumer Protection Laws.
- If course fees have been paid by a third party then refunds will be payable to the third party.