

## POL010 – Fee Refund Policy

### Fee Refund

It is the policy of Australian Trade Training College Ltd. to ensure that all applications for refund of fees are considered.

### Fee for Service clients (individual or company)

All applications for a refund must be in writing.

A full refund, minus the \$250 administration fee, will be made providing notice is received by Australian Trade Training College administration at least 5 working days prior to the scheduled commencement of the course. Cancellation of enrolment within 5 working days of the commencement date results in forfeiture of the enrolment fee (20% of course cost or \$1000 whichever is the lesser figure). Consideration will be given to any written request for refunds based on personal hardship, outside of these boundaries.

Any request for refund which results in the forfeiture of fees, will result in the applicant being offered a place on another course including a transfer of any fees paid to that course.

Once training has commenced in the course, no refund is available of any course fees invoiced unless the participant can provide a medical certificate or show extreme personal hardship. Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Australian Trade Training College Ltd. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course.

Should the RTO cancel or re-schedule a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the RTO Services Manager, Australian Trade Training College Ltd., and may be negotiated on an individual case-by-case basis.

### User Choice apprentices/trainees:

Once the course has commenced and the apprentice/trainee has commenced undertaking training in unit/s of competency and their apprenticeship/traineeship is cancelled mid-way through a unit of competency, an adjusted amount will be refunded based on nominal hours expired at the time of cancellation. That is; the amount of the refund will be based on the total amount of nominal hours of training already undertaken to those hours remaining.

### Certificate 3 Guarantee / Higher Level Skills:

Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.

- In the case of online learning, training and assessment is deemed to have commenced once the student has been issued a username and login.
- In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either at the participants' workplace, the college premises or any other agreed upon location where face-to-face training and / or assessment is conducted.
- For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification.

Consideration will be given to any written request for refunds based on personal hardship outside of these boundaries via email to [training@attc.org.au](mailto:training@attc.org.au) or via post to Australian Trade Training College, Training Services, PO Box 140, SCARBOROUGH QLD 4020.

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