

PURPOSE:

The purpose of this policy and procedure is to define the fees and refund processes for students in accordance with the Standards for Registered Training Organisation's (RTOs) 2015.

POLICY:

This policy applies to fees, cancellation and refunds applicable to the delivery of training. All students are treated fairly and with integrity when charges fees for training or applying for refunds.

SCOPE:

The policy applies to all fee for service students enrolled with Burton Training and Consultancy.

1. FEES:

Prior to commencement of course, students and / or clients will be given costing or formal quote and upon acceptance, they will be agreeing to payment of fees. Upon completion of course, an invoice will be forwarded, requesting payment within 14 days. Note: where an Employer is paying for the course, the Employer will have access to student records.

On successful completion of training courses, the student will be issued with a Statement of Attainment (accredited course/s) and a Statement of Attendance (non-accredited course/s). If the student loses the statement or requires an additional copy, then a fee of \$10.00 per statement will be charged.

2. CANCELLATION FEE:

Notification of cancellation / withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Burton Training and Consultancy.

In the case of cancellation / withdrawal, the following cancellation fees will apply:

1. If the student and / or client gives notice to cancel their booking / enrolment more than 2 business days prior to the commencement of the course, the student and / or client will not be charged or will be entitled to a full refund if any fees paid upfront.
2. If the student and / or client fails to turn up to the scheduled course, then 100% of course fees will be charged to the student and / or client.
3. If the student and / or client gives notice to cancel their booking / enrolment within the 2 business days prior to the commencement of the course, then 50% of the fees will be charged.
4. If travel costs have been outlaid for the Trainer and the client and / or student cancels their booking / enrolment, then these costs will be on charged to the student and / or client.
5. Where a course does not have enough participants to run, Burton Training and Consultancy may cancel the course at any time and provide this notice in writing to the student and / or client.

3. PAYMENT OPTIONS

Payment of course fees can be made to Burton Training and Consultancy via: Electronic funds transfer or Cash and paid within the agreed term of 14 days.

Please note that outstanding fees may result in Burton Training and Consultancy withholding the issue of statements / certificates until all fees are paid. If students have trouble paying their fees, they contact the Financial Administrator to discuss options.

4. REFUND POLICY

Burton Training and Consultancy has the following policy regarding refunds of fees to students. The Organisation offers a fair and equitable refund policy that complies with all legislative requirements.

Course fees shall not be refunded to the student under any circumstances unless:

1. Burton Training and Consultancy cancels or discontinues a course.
2. Student and / or client withdraws from a course due to serious illness (we will refund any course fees paid less an administrative fee) however, a medical certificate is required. The Organisation will then refund any payments made after the initial deposit, however, an administration fee is also payable.

Request for Refund of Fees

Application for a refund of training fees in accordance with this Policy must be made in writing on the 'Refund Request Form' and submitted to the RTO Manager.

Refund Policy in the Event of a Course Being Cancelled

In the event of a course being cancelled (and pre-payment received), the student and / or client will be issued with a full refund of fees paid to the Organisation.