



RTO No: 21488

REFUNDS POLICY AND PROCEDURE

POLICY

Trans-Plant Training Pty Ltd is committed to providing training and assessment services that are value-for-money, and are priced competitively against other Registered Training Organisations. Although our intention is to mitigate the occurrence of refund applications, we do understand that there may be occasions where a student is not satisfied with a service or product they have paid for. The Refunds Policy and Procedure has been created to address these concerns.

PROCEDURE

- Course fees are either Non-Refundable, Fully Refundable, or Partially Refundable.
 - Non-Refundable
 - If a student fails to comply with Trans-Plant Training Pty Ltd.'s Policies or conditions of enrolment.
 - If a student provides false or misleading information
 - If more than 14 days has passed since the commencement of course.
 - Fully Refundable
 - If the student withdraws from the course prior to commencement
 - If Trans-Plant Training Pty Ltd withdraws a course that the student is enrolled in, and is unable to provide a suitable alternate course.
 - Partially Refundable
 - If student has overpaid course fees
 - If a student withdraws from their course within 14 days of commencement of the course – does not include single unit courses, or skill sets.
- The application for refund is made in writing to the Chief Executive Officer, using the F0049 Refund Application form, which is available upon request from the Chief Executive Officer.
- The Chief Executive Officer is the person responsible for approval of fee refund applications.
- Accepted students who withdraw after course commencement, owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course) less 20% of the total course cost.

- Students may transfer on one occasion to a course commencing within 3 months of their original course, without penalty.
- Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost, **in addition to the refund guidelines outlined above.**
- Refund Applications are considered on a case-by-case basis.
- Trans-Plant Training Pty Ltd defaults that when a course does not commence on the designated day or is cancelled, no student will be disadvantaged.
- Successful Refund Applications will be paid 14 days after approval when Trans-Plant Training Pty Ltd defaults; and within 28 days when the student defaults.
- If the Refund Application is approved, the Refund will be paid to the student in the same payment format that the fees were paid to Trans-Plant Training Pty Ltd.
- Trans-Plant Training Pty Ltd.'s dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees. Students may contact Fair Trading for advice.
- The refund policy is subject to review annually.

I have read and understood this Refund Policy and Procedure, and will abide by its requirements if a refund is required.

Student Name:	
Student Signature:	
Date:	Time: