

# Refund Policy

## 1. Purpose

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

The purpose of this policy is to provide for the appropriate handling of client refunds.

## 2. Policy Statement

Combined Team Services is committed to ensuring fair and reasonable refund practices.

Combined Team Services will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

## 3. Policy Principles

The following principles underpin this policy.

- a) Details of Combined Team Services Refund Policy are to be publicly available.
- b) Payment of all applicable refunds is made within one week (seven days) of request for refund.
- c) With regard to all withdrawals, Combined Team Services will firstly encourage a client to enrol on another course date for classroom training enrolments, prior to processing refund requests.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter or email.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) Combined Team Services does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) Combined Team Services provides a full refund to all clients, should there be a need for Combined Team Services to cancel a course. In the first instance

Combined Team Services will (where possible) provide an opportunity for the client to attend another scheduled course.

- j) If Combined Team Services cancels a course, clients do not have to apply for a refund, Combined Team Services will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

**Where enrolments access state government funding, Combined Team Services will refer to the applicable WA VET Fees and Charges Policy in the refunding of fees.**

### **3.1 Nationally Recognised Short Courses & Skill Sets (Classroom Based) for non-funded fee for service enrolments**

*Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.*

<b>Reason for Refund</b>	<b>Notification requirements</b>	<b>Refund</b>
Client withdraws	In writing, eight (8) calendar days or more prior to the course/unit commencement	100% of the course/unit fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course/unit commencement.	75% of the full course/unit fee
Client withdraws	In writing, less than 24 hours prior to course/unit commencement.	Nil Refund
Client withdraws	After course/unit commencement where participation has been recorded.	Nil Refund
Course cancelled by <b>Combined Team Services</b>		100% of the course fee (paid by the client)

- a) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

## Nationally Recognised Qualifications, Skill Sets and Units of Competence – non-funded Fee for Service enrolments

*Refunds for enrolments on non-funded nationally recognised qualifications are subject to the following refund formula **except** where a qualification/course/program has been developed for a specific client and/or program in which case please refer to your conditions/correspondence/quote from CTS.*

Fee Type	Description	Fee \$
<b>Individual Unit Fee</b>	Student is enrolled and is paying on a unit by unit basis.	Nil Refund once census date has passed.
Course Fees for <b>specific client/program</b>	Where a program is developed for a specific client.	Refund as per conditions of specific contract or program.
<b>Full Qualification Fees</b> – where client is enrolled and has a payment plan covering the term of the enrolment.	Student is on a payment plan spread over the term of the enrolment.	Deposit is non-refundable once scheduled course commencement date has passed.  No refunds will be given for monthly payments already made.

### 4. Combined Team Services Responsibilities

The Director Combined Team Services is responsible for ensuring compliance with this policy. The Director of Combined Team Services will process refund requests within 1 week from the day of receipt.

### 5. Access & Equity

The Combined Team Services Access & Equity Policy applies. (See Access & Equity Policy)

### 6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### 7. Monitoring and Improvement

All Refund practices are monitored by the Director Combined Team Services and areas for improvement identified and acted upon. (See Continuous Improvement Policy)