

Refund Policy

1. Purpose

Wade Vocational Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Wade Vocational Training 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

Wade Vocational Training is committed to ensuring fair and reasonable refund practices.

Wade Vocational Training 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 Wade Vocational Training Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Wade Vocational Training will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- 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, email or the completion of the refund form.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- g) Wade Vocational Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- h) Wade Vocational Training provides a full refund to all clients, should there be a need for Wade Vocational Training to cancel a course. In the first instance Wade Vocational Training will (where possible) provide an opportunity for the client to attend another scheduled course.
- i) If Wade Vocational Training cancels a course, clients do not have to apply for a refund, Wade Vocational Training will process the refunds automatically.

j) In the event that Wade Vocational Training closes or ceases to deliver any part of the training product that a student is enrolled in, a number of options will be available to the participant including:

- Supported transfer of the student enrolment to an alternative RTO for completion of service delivery or:
- Refund of all course fees paid.

4. Refund Table

Refunds for cancellation of enrolments or course withdrawals are granted on a sliding scale (See Below 3.1).

a) The \$150 administration fee is NOT refundable. Additional fees paid are refundable according to the table below.

Cancellation prior to commencement	100% refund less admin fee
Withdrawal within 2 weeks of commencement	50% refund less admin fee
Withdrawal after 2 weeks	No refund applies

b) Fee for Service students who are paying for their course via a payment plan are not entitled to a refund of any payments made after two weeks from course commencement up to the withdrawal date. Fees paid in the first two weeks are subject to the above table.

5. Wade Vocational Training Responsibilities

The Director Wade Vocational Training is responsible for ensuring compliance with this policy. Wade Vocational Training will process refund requests within 1 week from the day of receipt of written notification.

6. Access & Equity

The Wade Vocational Training Access & Equity Policy applies. (See Access & Equity Policy)

7. Records Management

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

8. Monitoring and Improvement

All Refund practices are monitored by the Director Wade Vocational Training and areas for improvement identified and acted upon. (See Continuous Improvement Policy)