

Refund Policy and Procedure

Purpose:

This policy is to be used by Test & Tag Training for mutual protection of monies and the stipulations set out for the policy's application and the clear understanding of potential students and Test & Tag Training management in regard to refunds in compliance with ASQA Standards for NVR Registered Training Organisation and the AQTF Condition 5 Financial Management for RTOs.

Scope:

This policy covers all courses offered by Test & Tag Training where payment is made in advance and associated with the ASQA Standards for NVR Registered Training Organisations and the AQTF Condition 5 Financial Management for RTOs.

Policy:

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. To withdraw from a course prior to commencement and obtain a full refund, a notification of intention, not to attend must be received in writing by Test & Tag Training at least five (5) working days prior to the start of the course. In the event of a withdrawal within five (5) working days prior to the start of the course, 50% of the course fee will be refunded.

Students who wish to transfer their booking for a later course must do so at least 5 days prior to their scheduled course date; in this case course fees will be transferred to the next course. Students are only permitted to transfer on one occasion.

No refund will be given for withdrawal after the course has commenced.

Procedure:

1. In meeting all ethical marketing requirements under the ASQA Standards for NVR Registered Training Organisations and AQTF Condition 5 Financial Management for RTOs, Test & Tag Training will ensure all advertising brochures will clearly state the above listed refund policy.
2. In all pre enrolment information given to students and to all staff in their trainer information kit, the above policy will be clearly stated.
3. Disputes relating to refunds will be determined under policies covered in the Complaints and Appeals Policy.