



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 AQTF Essential Standards for Registered Training Organisations.

Scope:

This policy covers all courses offered by Test & Tag Training where payment is made in advance and associated with the AQTF Essential Standards for Registered Training Organisations.

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, an Administration Fee of \$50 + GST will be charged. This Administration Fee will be refunded in full if a course is booked for a later date.

Procedure:

1. In meeting all ethical marketing requirements under the AQTF Essential Standards for Registered Training Organisations, Test & Tag Training will ensure all advertising brochures will clearly state the above listed refund policy.
2. In all induction information for students, the above policy will be clearly stated.
3. Disputes relating to refunds will be determined under policies covered in the Complaints and Appeals Policy.