

Policy	Refund
<b>Purpose</b>	The purpose of this policy is to ensure that EXELTrain Pty Ltd RTO No. 40604 trading as Test and Tag Training has a documented policy and procedure on refunds in relation to our financial management.
<b>Procedure</b>	<ul style="list-style-type: none"> <li>• In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded.</li> <li>• To withdraw from a course prior to commencement and obtain a full refund, students need to contact our administration office 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.</li> <li>• No refunds can be made for cancellations received less than 24 hours prior to course commencement.</li> <li>• In the event of cancellation by the student and or the employer, where full payment has not already been received ExelTrain Pty Ltd reserves the right to recover full course fees (100% course fees are payable).</li> <li>• 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. An administration fee of \$50 + (GST) may apply in case of withdrawal (cancellation and or transfer), application of these will be dealt on a case by case basis. Please contact our head office for more information. Funds will be held for a maximum of 12 months.</li> <li>• All refunds will be dealt with on a case by case basis depending on the given circumstances.</li> <li>• All refunds that are requested will be processed by Finance and Accounts Department.</li> <li>• Depending on how the course payment method refund will be organised, example – if the course payment was done by credit card, the then the calculated amount will be refunded on the credit card. If the payment was done on EFT (Electronic Funds Transfer) then Finance and Accounts Department will request for the BSB and Account number in writing so that refund can be organised.</li> <li>• Refund will be organised within 5 to 10 working days.</li> <li>• Once refunds are processed the records will be available and administration department will record all the details by adding in notes to the student’s record in the Student Management System and the finance and accounts department will record the relevant details in the accounting software system, if applicable.</li> <li>• Finance and accounts department will then notify the training and compliance department via email to notify them of any refunds that have been processed.</li> <li>• Training and compliance department will ensure to record the refund details in the refunds register.</li> <li>• No refund will be given for withdrawal after the course has commenced. <ul style="list-style-type: none"> <li>○ For online course/s once the user has logged in, the course will be deemed as commenced and no refunds will apply.</li> </ul> </li> <li>• Disputes relating to refunds will be determined under the Complaints and Appeals policy.</li> </ul>

<b>Responsible</b>	Finance and Accounts Department Administration and Training Department Training and Compliance Department Managing Director RTO staff
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