

REFUND POLICY

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

The purpose of this policy is to provide all learner, employers and staff with information;

- On the ability to apply for a refund of course fees in certain circumstances
- To keep advance payments of fees to a minimum (\$1500 for learners) and hence reduce the financial risks

Policy Statement

- Excel Training is committed to ensuring fair and reasonable refund practices.
- Excel Training will:
 - Implement and maintain a process for fair and reasonable refund of fees paid.
 - Provide refunds for fees and charges paid by individuals / learners, where training and assessment activities have not been delivered.

Policy Principles Refund Procedure

The following principles underpin this policy:

- Excel training's Refund Policy is to be made publicly available.
- Payments of all refunds are made within 2 weeks (14 days) of application for refund.
- With regard to all withdrawals, prior to processing refund applications, Excel Training will firstly encourage the learner to:
 - continue with their enrolment by providing the learner with additional learning support *or*
 - defer the course to a later date
- Written notification of withdrawal from a course must be provided by a learner to apply for a refund of a course. This may be via letter or email
- The learner must complete the withdrawal/deferral/ amendment form and submit to Excel Training along with the refund request form.
- There is no refund applicable for textbooks/uniforms/consumables/ locker hire etc.
- There is no refund applicable for learners who do not gain competency after completing assessment.
- Excel Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a learner.
- Excel Training provides a full refund to all learners, should there be a need for Excel Training to cancel a course. In the first instance Excel Training will (where possible) provide an opportunity for the learner to attend another scheduled course.
- If Excel Training cancels a course, learners do not have to apply for a refund; Excel Training will process the refunds automatically.
- Refunds for cancellation of enrolments are granted based on the information provided in the table on page 3
- An initial non-refundable administration fee of \$250 will apply to all courses

Excel Training recognises its obligation to ensure that all learners, employers and staff are refunded any payments they are entitled to within 20 business days from the initial Request for Refund being submitted.

When a learner or employer has made an advanced payment for the delivery of a non-accredited course/ workshop and they cancel;

- 7 working days prior to the commencement of the course. Workshop, a full refund less the administration fee will be provided within the 20 business days of notifying Excel Training of the cancellation of attendance.
- Between 3 and 7 working days of the course commencement date, 50% of the fees will be refunded, less the administration fee.

Cancellations within 2 working days from the course commencement date or non-attendance on Day 1 will attract a 100% cancellation fee of the total course fee being charged. If the learner commences the course and then withdraws after attending 1 day of the course, this will result in the full cancellation fee being applied unless the learner can provide evidence of extreme personal hardship or medical condition.

Should a learner wish to finalise in-completed units of competencies in a future course, the original payment can be used as credit towards that course within 6 months of initial payment. A learner should request a Refund Application Form from the Administration and Compliance Officer or download it from the website.

If learner wishes to change their enrolment to another course delivered concurrently with the enrolled course, the fee paid will be transferable to the new course. A second administration fee will not be charged. The RTO Manager must be notified of all course cancellations.

Excel Training reserves the right to suspend or cancel an enrolment because of

- Failure to pay the amount the learner or employer was liable to pay
- The learner has demonstrated behaviour deemed unacceptable by Excel Training, including but not limited to behaviour as described in the Plagiarism, Cheating and Collusion Policy-Procedure; under such circumstances no refund of tuition fees is payable.

All course fees include up to 2 attempts at successful completion. The learner and employer will be requested to pay an additional fee of \$100 if a third attempt is required for the learner to be deemed competent.

If the employer decides to cancel a traineeship during the course at a point during a quarterly period, they will still need to make a service payment for the trainee; after this payment no further payments will be required.

Once the employer has provided the Administration and Compliance Officer written cancellation advice and the Refund Request Form has been submitted, the following documentation will be forwarded to the finance department;

- The written notification from the employer
- Completed Refund Request Form

An EFT payment will be forwarded to the employer, once the Finance Department has determined the refund amount for the employer with a covering letter stating the amount of refund.

Excel Training may arrange for another course, or part of a course to be provided to the learner at no extra cost as an alternative to refunding course fees. Where the learner and/or employer agree to this arrangement, Excel Training will not be liable to refund the money owed to the learner for the original enrolment.

For Government Subsidised (Traineeships) and Fee for Service Learners:

A once off course fee payment arrangement will be negotiated with the employer and confirmed in writing via a Service Agreement (Training Proposal), Excel Training will provide a refund (less the administration fee) if they are unable to deliver the course which the original enrolment and payment has been made towards.

Appealing the Refund Decision

All learner and employers have the right to appeal a refund decision and persons wishing to access the Complaints, Grievances and Appeals policy should contact the Administration and Compliance Officer. This policy-procedure and the availability of the complaints, grievances and appeals process, does not remove the learner or employers right to contact the officer of the Training Advocate of ASQA and/or Australia's Consumer Protection Laws.

Reasons for Refund	Notification requirements	Refund
Learner withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the learner)
Learner withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Learner has already paid)
Learner withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Course cancelled by Excel Training	100% of the course fee (paid by the learner)	