

REFUND POLICY AND PROCEDURE

P019 – Refund Policy V3.0

Purpose

To outline the policy and procedures relating to refunds of fees paid by students undertaking a course with Training Synergies.

Policy and Procedure

1. Cancellation of course by Training Synergies

A full refund of fees paid will be made if Training Synergies cancels the nominated course/unit(s) of competency. This will incur no administrative charges or penalties. Upon the approval for a cancellation of a course, students on a payment plan hold the right to cease payments that have not been collected up to the time of cancellation approval. Should Training Synergies be unable to provide all units to meet the course completion schedule, one of the following will apply:

- Course fees paid will be refunded in full; and
- No Statement of Attainment will be issued on any unit; OR
- Course fees paid on any unavailable unit/s will be refunded; and
- Statement of Attainment will be issued for satisfactorily completed units

2. Withdrawal prior to course commencement

Unless otherwise agreed, the agreed course commencement date will be the date of issuance of a username and password for online course access.

If a student withdraws from a course before the commencement of the course, full refund of the fees will be made, however a cancellation fee of \$50 will be withheld to cover administration costs.

In lieu of cancellation, students may defer their course study for up to 6 months from the initial enrolment date without additional charge.

3. Withdrawal during course

If a student chooses to withdraw from a course any time after commencing and they fail to advise administration that they wish to withdraw from a course, they are financially liable for those census dates that they have passed.

4. Withdrawal due to illness or hardship

If a student is unable to complete a course/unit of competence due to illness or hardship, Training Synergies can, at our discretion, allow refund of their course fees where satisfactory evidence of the circumstances is provided. Additionally, withdrawal must take place prior to the expected completion date for the course.

Please note this refund is at Training Synergies discretion and is not guaranteed.

No refund is available to a student who:

- Fails to successfully complete the course or unit(s) of competence
- Withdraws from the course/unit of competence after commencement
- Are removed from a course or program as a result of misconduct (inappropriate behaviour) - see Code of Conduct
- Is removed from the course due to non-participation

Upon confirmation of enrolment, it will be presumed that students have read and understood the student handbook, including Training Synergies refund policy and study requirements.

Relevant Standards

Standard 4, 5 & 7 of the Standards for RTOs 2015