



Refund Policy – RTO Specific

ATC Work Smart Inc. (ATC)

1. Purpose.....	2
2. Policy Statement.....	2
3. Policy Principles	2
4. ATC Responsibilities.....	4
5. Access & Equity.....	4
6. Records Management	4
7. Monitoring and Improvement.....	4

1. Purpose

ATC Work Smart (also trading as Corporate First Aid Australia) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ATC is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

ATC is committed to ensuring fair and reasonable refund practices.

ATC will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of ATC Refund Policy are to be publicly available.
- b) Payment of all refunds is made within thirty days of application for refund.
- c) With regard to all withdrawals, ATC will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. Client must complete the Refund Request Form.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) ATC does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) ATC provides a full refund to all clients, should there be a need for ATC to cancel a course. In the first instance ATC will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If ATC cancels a course, clients do not have to apply for a refund, ATC will process the refunds automatically.
- k) Courses funded by the Department of Training and Workforce Development will be subject to DTWD published VET Fees and Charges Policy.

3.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be in accordance with the following table.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (7) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	Nil refund.
Client withdrawn from the course by ATC	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by ATC	As soon as practicable	100% of the course fee (paid by the client)

3.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications and accredited courses are subject to the following.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$50.00 per qualification
Unit Fee –. Fee for service.	For all individual units commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Training funded by Department of Training and Workforce Development	For all individual units commenced/attended/ completed from within the qualification /Accredited course	As per DTWD VET Fees and Charges policy provided on enrolment
Unit Fee – Not Commenced	For all individual units Not commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee paid by the client is Refunded

4. ATC Responsibilities

The RTO Manager is responsible for ensuring compliance with this policy.

5. Access & Equity

The ATC Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

All Refund practices are monitored by the RTO Manager and areas for improvement identified and acted upon. (See Continuous Improvement Policy)