Refund Policy

Purpose

The objective of the *Refund Policy and Procedure* for Operator Training & Assessments (OTA) is to ensure accurate and accessible information about our payment services is available to prospective and *current* learners. This policy and procedure will ensure a consistent approach to payment systems and refunds form part of the RTOs strategy in the delivery of training services to clients.

Scope

The aim of this document is to formalise the refund procedure for OTA.
This procedure is applicable to:

> ➢ Individual prospective students, and
> ➢ Students enrolled in our courses.

Procedure

OTA as a Registered Training Organisation (RTO) is responsible for setting in place quality assurance processes to ensure that refunds of any fees paid in advance of training or assessment services received are consistent with recommendations and guidelines set out within training packages and also meet TAC specifications.

The refund policy forms part of the Code of Practice provided as part of course enrolment and must be read prior to the completion of any enrolment form being completed.

Refunds are not to be granted automatically. <u>Full refunds will be made where</u>:

> ➢ A student cancellation is received in writing at least **5 working days** prior to the commencement date of the course;
> ➢ OTA cancels the course or the course is moved to a time or location unsuitable to the student;
> ➢ The student is unable to commence the course due to illness and is able to provide a medical certificate.
> ➢ Extenuating circumstances e.g. death of a family member, illness. (These cases will be managed on a case by case basis).

Supporting documentation may need to be provided in some circumstances.

Process

If students wish to cancel or move their enrolment they must inform OTA **no less than 5 working days** prior to course commencement. OTA will refund fees and / or deposits paid in advance (less $250.00 administration fee) if received within this timeframe.

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Refunds are not permitted when cancellation occurs **less than 5 d**ays prior to course commencement and all fees paid are non-refundable. Refunds may be requested but will only be considered in extenuating circumstances.

In a case where students commence training and choose to discontinue the remaining time allocated, all fees paid are non-refundable. Transfers for the time remaining will be up to the discretion of management and will be on a case to case basis.

If students are advised to defer their assessment they will receive a credit for that amount, this is not permitted to be refunded. They must pay for additional lessons to complete the training and when deemed competent they may sit the Dept. of Transport (DoT) PDA. Please note that deferred assessments will be honoured for three months from date of initial booking only.

Unforeseen Breakdowns
If during the duration of your course or training the vehicle the student is training in has a mechanical issue, the remaining hours that are left to complete will be issued as a credit but no refund will be provided.
If on the date of a course / training the vehicle is not able to be used due to mechanical issues the course / training will be issued as a credit to be completed at a later date suitable to the student and subject to OTA booking availability. No refunds will be issued and credit will be honoured by OTA for 3 months.

Cooling off Period
A five (5) day cooling off period applies for all enrolments. However, this cooling off period is deemed to be waived if the learner commences training. By this action they are deemed to have entered fully into a contract service provision with the RTO.

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