



# Competency Australia

## Refund and Cancellation Policy



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## Amendment History

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30/3/2022	Minor corrections and address and course code updates	J. Aitken	F

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## 1. PURPOSE

Competency Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015).

As such, Competency Australia is required to have and provide details of a fair and reasonable refund process and fee protection measures as detailed in Clause 7.3 of the standard.

## 2. POLICY STATEMENT

Competency Australia is committed to ensuring fair and reasonable refund and cancellation practices.

Competency Australia will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds of fees and charges paid by individuals / clients, in accordance with this policy.

## 3. POLICY

### 3.1 UNDERPINNING PRINCIPLES

The following principles underpin this policy.

- a. Details of Competency Australia Refund and Cancellation Policy are to be publicly available.
- b. All refunds will be processed promptly.
- c. Competency Australia will firstly encourage a client to enrol on another course date.
- d. Notification of withdrawal from a training program must be provided by the client in writing.
- 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. Should there be a need for Competency Australia to cancel a course, Competency Australia will provide a full refund of all fees paid. In the first instance Competency Australia will (where possible) provide an opportunity for the client to attend another scheduled course.
- h. If Competency Australia cancels a course, clients do not have to apply for a refund - Competency Australia will process the refunds automatically.
- i. Competency Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client or cancellation of a course by Competency Australia.
- j. The proportion fees refunded are dependent on the notice period provided.
- k. Action has been taken to protect pre-paid fees that exceed \$1,500 for each student.

Discretion may be exercised by the Chief Executive Officer in all situations. If the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal, the Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it.

## 3.2 RECOVERY OF OUTSTANDING FEES

Failure to pay a fee owing by the due date is considered to be a breach of discipline and can lead to penalties being imposed on you.

Students with unpaid fees by the required payment date will have their enrolment suspended; preventing access to results until all fees are paid in full.

Failure to pay by the due date will result in the deactivation of your account and a block on:

- Access to the online Learning Management System, including access to results
- Processing of any assessments already submitted but not yet marked.
- Access to physical resources such as training rooms
- Enrolment in further units

Once payment is received, it may take up to five business days for your account to be reactivated.

In cases of repeat or extended failure to pay, your enrolment may be cancelled.

For significant debts, formal debt collection actions may also be undertaken.

## 3.3 SHORT COURSES AND SKILL SETS

Fees for enrolment cancellations in individual classroom-based courses will be calculated in accordance with the following scale:

Reason for Refund	Notification requirements	Fee Applicable
Client withdraws	In writing, more than ten (10) working days prior to the course commencement.	Nil. Any monies paid will be refunded in full.
Client withdraws	In writing, within ten (10) working days prior to the course commencement.	A cancellation fee of 25% of the full course fee will be charged.
Client withdraws	In writing, less than 2 working days prior to course commencement.	100% of the full course fee will be charged.
Client fails to attend	Student fails to attend without notification.	100% of the full course fee will be charged.
Client withdrawn from the course by Competency Australia	After course commencement, due to inappropriate behaviour.	100% of the full course fee will be charged.
Course cancelled by Competency Australia		Nil. Any monies paid will be refunded in full.
Client deemed not yet competent.	N/A	100% of the course fee will be charged.

### 3.4 QUALIFICATIONS

Refunds for enrolments in nationally recognised qualifications (workplace-based/traineeships) are subject to the following refund structure.

Fee Type	Description	Fee Applicable
Enrolment administration fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation.	Administration fees are detailed in the course material provided to students prior to enrolment.

Qualification	Situation	Fee Applicable
UEE41220 – Certificate IV in Electrical – Rail Signalling	Student withdraws with less than fifteen (15) working days notice.	20% of the qualification fee will be payable in full.
	Student withdraws after course commencement or fails to attend without notice.	100% of the qualification fee will be charged.
TLI50621 – Diploma of Rail Operations Management	Student withdraws after session commencement, but prior to Week 8 of session.	Administration fee plus 50% of session fee will be charged.
	Student withdraws after Week 8 of session.	Administration fee plus 100% of session fee will be charged.
10780NAT – Graduate Diploma of Railway Signalling	Unit Fee – Not Commenced For all individual units NOT commenced from within the qualification.	Full unit fee paid by the client is refunded, less the administration fee.
	Unit Fee – Commenced For all individual units commenced from within the qualification.	100% of the unit fee will be charged.
All	Client withdrawn from a qualification by Competency Australia.  After course commencement, due to inappropriate behaviour, including academic misconduct.	100% of the full qualification or unit fee will be charged.
All	Client deemed not yet competent.	100% of the full qualification or unit fee will be charged.

### **3.5 FEE PROTECTION**

Competency Australia holds an unconditional financial guarantee from a bank operating in Australia to cover at least the amount of prepaid fees in excess of \$1,500 for any student.

### **3.6 BESPOKE COURSES**

Alternate arrangements for refunds and cancellations may be applicable in the case of private courses developed and delivered to meet specific client requirements.

## **4. COMPETENCY AUSTRALIA RESPONSIBILITIES**

The Chief Executive Competency Australia is responsible for ensuring compliance with this policy.

Competency Australia will process refund requests within ten working days.

## **5. ACCESS & EQUITY**

The Competency Australia Access & Equity Policy applies. (See Access & Equity Policy)

## **6. RECORDS MANAGEMENT**

All documentation from refund processes is maintained in accordance with the Records Management Policy. (See Records Management Policy)

## **7. MONITORING AND IMPROVEMENT**

The Chief Executive Field Competency Australia monitors all practices for issuing refunds, and areas for improvement are identified and acted upon. (See Continuous Improvement Policy).