

## Refund Policy

### Coverage:

Accell Pty Ltd will provide refunds to learners on a fair and equitable basis within the guidelines established by ASQA and relevant contract terms if pre-payment has been received. ACC-RTO-POL-004

### Purpose:

To ensure learners who are unable to commence or complete training that have enrolled and pre-paid are able to receive a refund. The Refund Policy also takes in account the ability of Accell to fill any places in workshop groups and formal programmes of study which may have been vacated by a withdrawn learner.

### Scope:

This Policy applies to all fee paying learners, employers of learners and Certificate III Guarantee applicants. The Refund policy applies equally to all learners.

In enrolling in a course(s) at Accell the applicant acknowledges and agrees that:

1. The information provided by the Applicant in their enrolment is complete and correct.
2. They are bound by Accell's policies and procedures
3. They will pay all fees required on or by the due date as notified in writing by Accell or as per the invoice.
4. Accell will access these fees in accordance with the procedures established by ASQA and the Government.
5. Accell reserves the right to accept or reject any application for enrolment at its discretion.
6. Accell reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
7. Refunds are made in accordance with this policy and full refunds of amounts owed to the learner will be made within 14 days.

### PLEASE NOTE:

- All applications for refund must be made in writing by way of the **Refund Request Form** and submitted to Accell.
- Government Legislation requires tuition fees and application fees to be refunded in full if:
  - The course stops being provided after it starts and before it is completed;
  - The course is not provided fully to the learner because Accell has a sanction imposed by a government regulator

Accell may, if a trainee is suffering financial hardship, enter a payment arrangement with the payment structure formed from a one on one meeting with the learner. This will be at the discretion of the Managing Director.

In the unlikely event that Accell is unable to deliver the specified course in full, the learner will be offered a refund of all the course monies paid to date. The refund will be paid to the learner within fourteen (14) days of the day on which the course ceased being provided.

Alternatively, an offer of enrolment in a suitable alternative course provided by Accell at no extra cost may be provided. The learner has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If the learner chooses a placement in another course, Accell will ask the learner to sign a document to indicate acceptance of the placement. Where the learner agrees to this arrangement, Accell will not be liable to refund the money owed for the original enrolment.

### **Special Circumstances**

We will issue refunds in the following circumstances:

- A course has been cancelled by Accell
- Death of an immediate member of the family (proof required)
- Political, civil or natural event which prevents the full payment of fees

We will not issue refunds for:

- Change of mind – see cancellation fees
- Inconvenience of travel
- Moving interstate
- Job change or retrenchment
- Learners who leave before finishing course / module

In addition:

- Accell reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws
- Accell's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- Refer to the Student Complaints & Appeals Procedure on the Accell website if you wish to undertake an appeal.

The following terms and conditions apply:

### **Cancellation**

Cancellation Fees may apply as follows:

- Up to 72 hours prior to commencement of training-No Fee Applies.

- After this time (48 hours-24 hours) a cancellation fee will be charged.
  - 25% of the training fee plus any additional expenses such as the trainers travel expenses.
- Less than 24 hours a cancellation fee of 50% will be applied.
- If cancelled on the day of training the full contracted rate will be applied.

**No Show**

If learners fail to show up for the training the full contracted rate will be applied.