

Policy

Coverage:

This Policy applies to all fee paying learners, employers, clients and Certificate 3 Guarantee applicants. The Refund policy applies equally to all learners.

Purpose:

Accell will provide refunds to learners on a fair and equitable basis within the guidelines established by the Standards for Registered Training Organisations (RTO's) 2015.

Policy:

Accell do not request learners to prepay fees in an excess of \$1500.00.

Cancellations:

Cancellation fees will be charged in accordance with the below table. Although courses are not prepaid an invoice may be raised in accordance with the quoted price if it has been accepted by the client.

Cancellation Fees may apply as follows:

Notice Period	Fee Charged
More than 3 days (72 hours) prior to commencement	No Fee
1-3 days (25 hours to 71 hours)	25% of quoted price
Less than 1 day (24 hours)	50% of quoted price

*Quoted price includes travel, accommodation, car hire and course cost.

No Show

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

Refunds:

If a payment has been previously made a refund will be provided if:

- Course does not start on the agreed date or;
- Course stops being provided after it starts and before it is completed.

Accell will also issue a refund if:

- Death of an immediate member of the family (proof required);
- Political, civil or natural event which prevents the full payment of fees.

Accell 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

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.

Refunds are made in accordance with this policy and full refunds of amounts owed to the learner will be made within 14 days.

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

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

Process for requesting a refund

All applications for refund must be made in writing by way of the **Refund Request Form** and submitted to the Accell Head Office.

Related Documents:

- Complaints and Appeals Policy and Procedure – ACC-RTO-POL-017
- Formal Complaints and Appeals Form – ACC-RTO-FRM-023
- Learner Handbook – ACC-RTO-MAN-002
- Refund Request Form – ACC-RTO-FRM-007