

# Refund Policy

## 1. Purpose

ECB Training Services is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ECB Training Services 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

ECB Training Services is committed to ensuring fair and reasonable refund practices.

ECB Training Services 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 ECB Training Services Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, ECB Training Services 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. This may be via letter, email or the completion of the refund 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) ECB Training Services does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) ECB Training Services provides a full refund to all clients, should there be a need for ECB Training Services to cancel a course. In the first instance ECB Training Services will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If ECB Training Services cancels a course, clients do not have to apply for a refund, ECB Training Services will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

### 3.1 Short Courses & Skill Sets

*Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.*

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) 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.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by <b>ECB Training Services</b>	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by <b>ECB Training Services</b>		100% of the course fee (paid by the client)

- a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

### 3.2 Qualifications / Accredited Courses

*Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.*

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units <b>NOT</b> commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the client is Refunded

## 4. ECB Training Services Responsibilities

The Director ECB Training Services is responsible for ensuring compliance with this policy. <Position 1> of ECB Training Services will process refund requests within 1 week from the day of receipt.

## **5. Access & Equity**

The ECB Training Services 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 Director ECB Training Services and areas for improvement identified and acted upon. (See Continuous Improvement Policy)