

Policy Title: Fees, Charges, Refunds and Cancellation Policy

Purpose

This document sets out Southern Cross Civil & Rail Training Fees, Charges, Refunds and Cancellation Policy. It includes circumstances where/when a student may claim a refund in addition to procedures for course cancellations and withdrawals.

Policy Statement

The policy and procedure has been designed to support the Standards for Registered Training Organisations 2015 including, but not limited to:

- Standard 5.1
- Standard 5.3
- Standard 7.3

Southern Cross Civil & Rail Training are a Fee For Service training organisation. The policy aligns with the Financial Management Policy in place.

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Policy

Collection for fees

- Southern Cross Civil & Rail Training are committed to ensuring fair and reasonable practices regarding our fees, charges, refunds and cancellations. We will;
 - provide clear, fair and accessible information to students about fees and charges prior to and throughout their enrolment and,
 - provide refund for fees and charges paid by clients, where training and assessment activities have not been delivered.
- All fee information will be advised on the website and in a format suitable for download.
- As part of our enrolment and confirmation of bookings, Southern Cross Civil & Rail Training will provide a full breakdown of all fees applicable to a course.
- For approved clients, we offer the option of an account. On receipt of invoice, payment is due within 7-30 days (as agreed) of the account date.
- Payment of fees is a condition of enrolment. Payment of course fees will be paid in full prior to the completion of the course.
- Where the full amount for the course is less than \$1500 Southern Cross Rail Training will accept payment of the full course fee at the commencement of the course, or within two weeks of course commencement.
- Longer courses, where the cost is more than \$1500, students Southern Cross Civil Training will accept progressive payments of not more than \$1500 in advance until all outstanding fees are paid.

- At Southern Cross Civil & Rail Training, the preferred method of payment is eftpos, direct deposit or credit card (MasterCard/Visa)

Refund

- For any course fees that have been paid, eligible participants can receive a full or partial refund under certain circumstances. These circumstances are;
 - Being advised in writing of a cancellation more than 7 working days prior to the commencement of the course.
 - Enrolled in a course which is cancelled by Southern Cross Civil & Rail Training.
 - Course has been re-scheduled to a time and date that does not suit the student.
 - If Southern Cross Rail Training does not provide the training program as advertised.
 - Unforeseen circumstances, which may include:
 - Unexpected illness, medical reason (excluding failed medical test)
 - i. sudden medical issue arise
 - Family reasons
 - i. unexpected illness or death of family relative
 - Circumstances which were beyond the student's control
 - formal legal commitments
 - trauma
 - significant event
 - redundancy
 - Other extenuating circumstances which are approved by the CEO of Southern Cross Rail Training.
- Overpayment of the enrolment fee.
- If a student requests a refund after the commencement of the course, a \$50.00 administrative fee will be charged and days attended the course charged at the rate of \$200.00 + GST per training day completed.
- If a course is not completed due to a 'Not Yet Competent' result, the student will be required to pay full amount of the course fees and is no eligible for a refund.
- Standard procedure for cancellation or withdrawal gives a student up to 24 hours prior to the commencement of the course. **Withdrawal less than 24 hours** prior to course commencement or failure to attend a course, without a valid reason, attributed to 'unforeseen circumstances, will not receive a refund

Payment of refunds

- Southern Cross Civil & Rail Training will pay the refund to the same person from whom the original payment was received from. Where payment was made by credit card or EFT, refunds can only be made back onto that specific card that made the purchase otherwise if the payment was a direct deposit, it will be transferred back into that account. An administration of \$50.00 will be incurred.

Cooling Off Periods

- Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 7 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training.

Cancellation

- Course enrolment confirmation documentation provides information to students of the requirements to effect cancellation or withdrawal. Students will be offered an opportunity to transfer to an alternative course date.
- Standard procedure for cancellation or withdrawal gives a student up to 24 hours prior to the commencement of the course. Withdrawal less than 24 hours prior to course commencement or failure to attend a course, will not receive a refund.
- If an enrolment has been cancelled on grounds of misconduct by a representative of Southern Cross Rail Training, fees that have been paid will be forfeited.
- Where a course is 3 days or more, cancellation of these courses, require 7 working days' notice prior to the commencement of the course in writing, for cancellation otherwise only a partial refund will be given.
- Cancellation of courses by Southern Cross Civil & Rail Training
 - On rare occasions, due to insufficient student registrations or 'unforeseeable circumstances', Southern Cross Civil & Rail Training reserves the right to cancel any course. Every effort will be made to notify affected students and provide options to transfer to the next available course or receive a full refund.

Service Agreement/Proposals

- Where a specific course has been scheduled under a corporate arrangement, the agreement or contract in place for that instance will outline cancellation or withdrawals procedures and any fees, charges or penalty's resulting from cancellation at short notice.

Deposit

- Some courses, Southern Cross Civil & Rail Training requires a 50% deposit of the course cost to be submitted with enrolment. Where a deposit is held and a student withdraws less than 24 hours prior to course commencement or fails to attend the course, the deposit will not be refunded. Course enrolment confirmation documentation provides information to students of the requirements for receiving a refund of any deposit made.

Training Guarantee

- Southern Cross Civil & Rail Training will guarantee to complete all training and/or assessments once the student has commenced study in their course of study, unless the student advises in writing of a cancellation or withdrawal.

Procedure

Course Fees

- Course enquiry is received
- Confirmation of booking is emailed to student and includes
 - Course fees
 - Amount to be paid
 - When payment is due
 - How fees are to be paid
 - Cancellation policy
 - Course commencement date

Refunds

- Application or request for refund is received by Administration Staff
- The request is reviewed by the CEO and/or course manager and accepted or declined.
- The amount to be refunded is determined
 - Any transfer administration fees have been accounted for
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- Student is advised of refund outcome via email or formal letter.
- Money is transferred back into payees account

Related documents:

- Financial Management policy
- Student hand book