

## **Policy Title: Fees, Charges, Refunds and Cancellation Policy**

### **Purpose**

This document sets out Southern Cross Rail Training (SCRT) 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 have 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

The Policy aligns with the Financial Management Policy currently in place.

### **Policy**

#### **Collection for Fees**

Southern Cross Rail Training is a *fee for service* training organisation meaning the charges of the training are charged to the student or employer. Payment of fees is expected to be paid in full prior to course completion. Failure of full payment by course completion may result in any/all of the below consequences until full payment has been made to SCRT:

- Withholding of certification documentation including but not limited to: Certificates, Statements of Attainments, and On-Job Workbooks.
- Exclusion from assessment activities
- Termination of enrolment
- Exclusions from future enrolments with SCRT

Southern Cross Rail Training are committed to ensuring fair and reasonable practices regarding our fees, charges, refunds and cancellations. SCRT will;

- provide clear, fair and accessible information to students about fees and charges prior to and throughout their enrolment and,
- provide a refund for fees and charges paid by clients, where training and assessment activities have not been delivered due to SCRT circumstances or mitigating circumstances listed within this document.

All fee information will be advised on the website.

As part of our enrolment and confirmation of bookings, Southern Cross Rail Training will provide a full breakdown of all fees applicable to a course.

For approved clients, an account option is available, and payment terms are outlined on the invoice.

Where the full amount for the course is less than \$1500.00 and/or a course runs for less than four (4) business days, Southern Cross Rail Training will accept payment of the full course fee at the commencement of the course.

Where the cost is more than \$1500.00 and/or a course runs for more than five (5) business days:

- **Individual students**  
SCRT requires a deposit of an agreed amount, explained to the student on enrolment, and the balance due on the first day of classroom training. This deposit will become non-refundable, please refer to the 'Refund' section of this policy for further details. Individual students may negotiate progressive payments and finalise no later than the final day of classroom training.
- **Employers**  
SCRT will invoice the company for the full amount of the course and fees must be paid at the commencement of the course.

At Southern Cross Rail Training, the preferred method of payment is Eftpos, Direct Deposit or Credit Card (MasterCard/Visa). American Express is not accepted. If cash is presented to SCRT as payment, the exact amount must be provided as SCRT **do not** hold any cash on the premise.

SCRT reserves the right to refer unpaid fees to an external agency for recovery.

## **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 five (5) business days prior to the commencement of the course.
  - Enrolled in a course that is canceled by Southern Cross Rail Training.
  - Course has been rescheduled 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

SCRT reserves the right to ask for supporting documentation for any of the above reasons to ensure the validity of the reason for refund.

SCRT charges deposits for specific courses that run over a period of five (5) or more business days, with the deposit required two (2) weeks prior to the course commencement date. This is explained to the student through verbal and written communication at the initial enrolment. If the student wishes to not proceed with the course after the deposit has been made, a written cancellation must be made to the Training Coordinator prior to five (5) business days of course commencement. The student will be offered an alternative and substituted dates prior to the refund being made. If the student cancels within the period of five (5) business days, does not attend the course ('no-show') or after course commencement, the deposit becomes **non-refundable**.

If a student requests a refund after the commencement of the course, the non-refundable deposit will be charged, and a pro-rata day rate charged each day that the course was attended by the student.

For courses where a student is not required to pay a deposit, or a refund after the commencement of the course, with the approval of the Training Manager of Southern Cross Rail Training and reason's listed above, a \$100.00 administrative fee will be charged and days attended the course will be charged as a pro-rata day rate.

Certain circumstances after course commencement that will not be approved for a student to receive a refund include:

- If the course is not completed due to a 'Not Yet Satisfactory/Competent' result, the student will be required to pay the full amount of the course fees and is not eligible for a refund.
- If the student decides to voluntarily withdraw from the course due to technical complexity.

## **Payment of Refunds**

Southern Cross 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.

## **Cancellation/Transfers**

Course enrolment confirmation documentation provides information to students on the requirements to effect cancellation or withdrawal. Students will be offered an opportunity to transfer to an alternative course date.

Students who wish to cancel, withdraw or transfer their course date must advise of this requirement in writing to the Training Coordinator. All attempts will be made to substitute the student's course enrolment without disadvantage. For courses that are four (4) business days or less, the standard procedure for cancellation or withdrawal gives a student up to *48 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 canceled on grounds of misconduct, fees that have been paid will be forfeited.

### *Cancellation of courses by Southern Cross Rail Training*

Southern Cross Rail Training reserves the right to cancel any course. On rare occasions, due to insufficient student registrations or 'unforeseeable circumstances'. In this event, 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 penalties resulting from cancellation at short notice.

## **Procedure**

### **Course Fees**

- Course enquiry is received from the student
- Enrolment Form to be completed
- Confirmation of booking is emailed to student which will include the following:
  - Course fees
  - Amount to be paid
  - When payment is due
  - How fees are to be paid
  - Course commencement date

### **Refunds**

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

### **Related documents:**

- Financial Management Policy
- Student Handbook