

Scope

The purpose of this procedure is to ensure Altrad Services has a fair, equitable and transparent refund and cancellation process in place that meets the Standards for Registered Training Organisations.

This procedure has been developed in accordance with:

- The following Standards for Registered Training Organisations (RTOs) 2015: 3.6, 4.1, 5.1, 5.2, 5.3, 7.3, 8.5
- State or federal legislation and guidelines
- Student Identifiers Act 2014

Process Map

Not Required

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Procedure

Definitions

For the purpose of this procedure, the following definitions apply:

Altrad Services means Cape Australia Holdings Pty Ltd, TOID 7131, as defined on the National Register

Client means an employer or third-party who are paying fees on behalf of the student

Corporate or Client booking means a structured course booked by a customer where a minimum number of attendees is required as a condition of the course booking

Course means structured program of training consisting of one or more Units of Competency, or modules

Register means the meaning defined under the Students Identifiers Act 2014

Schedule course means a course open to enrolment by the public

Standards means the Standards for Registered Training Organisations (RTOs) 2015

Student means an individual enrolment into a course of study, or unit/s of competency

USI means Unique Student Identifier

Process Stages

Communication of Fees

1. Under the Standards for RTOs, Altrad Services is responsible for providing accurate information in relation to fees, charges and refunds.
2. Communication of fees and guidelines for refunds is published on Altrad Services' Training website, or in writing upon confirmation of enrolment.

Payment of Fees

3. Altrad Services ensures the protection of all fees and aims to provide clear and accessible information to clients and candidates about fees and charges, prior to and throughout the enrolment process.
4. Enrolment into a course is not complete until all training-based fees have been pre-paid in full.
5. In accordance with clause 7.3 of the Standards for RTOs, Altrad Services will not accept fees in advance of more than \$1500, per person, per course, for nationally accredited courses.
6. Altrad Services will issue a company tax invoice, outlining payable fees, payment terms, payment methods.

Additional Fees

7. Additional fees are outlined below:
 - Enrolment Fee – All course fees include a non-refundable administration fee of \$50.00
 - Re-issue of a Testamur or Statement of Attainment – Where a candidate requests a reissue of a Testamur or Statement of Attainment, a fee of \$30.00 will be charged
 - Re-issue of a wallet card – Where a candidate requests a reissue of a wallet card, a fee of \$30.00 will be charged
 - Re-assessment – Where a candidate requires reassessment, additional charges may apply. This will be discussed with the candidate/client prior to reassessment
 - External agency fees associated with the Appeals Process

Candidate Conduct

8. Candidates acknowledge Altrad Services' requirement for them to comply with the OHS/WHS Standards and to behave appropriately during training.
9. Altrad Services may discontinue the provision of training services and remove an individual from the venue where they are found to be behaving inappropriately or breach the Work, Health and Safety Standards.

Withdrawals/Cancellations

10. If a candidate is unable to attend a scheduled course on the agreed training date/s and needs to postpone their booking, they must advise Altrad Services in writing seven (7) days or more prior to the course commencement date.
11. Subject to Altrad Services' approval, the client / candidate may request to send a substitute attendee, provided appropriate notification is given and the attendee also meets any course pre-requisites.
12. Where a candidate has pre-paid fees, either in full or part, but has had to withdraw due to circumstances beyond their control, which prevents them from attending or completing a course, the candidate may request a refund in writing.
 - Request for refunds are to be addressed to the RTO Centre Manager
 - All requests are to be submitted in writing within seven (7) days of the course commencement

- Relevant documentary evidence (e.g. medical certificate) is required
- All refunds are at the discretion of the RTO Centre Manager

Refunds

13. Where Altrad Services has been unable to provide training services for which an individual has enrolled, and all fees have been pre-paid in part or full, the individual will be entitled to:
- The opportunity to transfer to another scheduled course of equal value
 - A full refund of fees paid
14. In circumstances whereby the candidate withdraws from a scheduled training course, the following table outlines notice periods required and refund amounts:

Reason for Refund	Notification Requirements	Refund
Client and / or candidate withdraws	In writing, seven (7) working days or more prior to course commencement	100% of the course fee paid, excluding Administration Fee
Client and / or candidate withdraws	In writing, between six (6) and four (4) working days prior to course commencement	50% of the course fee Paid, excluding Administration Fee
Client and / or candidate withdraws	In writing, within three (3) working days prior to the course commencement	Nil Refund
Candidate withdraws from course by Altrad Services	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Altrad Services		100% of the course fee paid

NB: The above table does not apply to dedicated course bookings (see below). Where terms and conditions have been provided and agreed to that operate outside of this procedure, the client or candidate is bound by the agreed terms.

15. Unless approved otherwise, once training has commenced, no refund options are available, this includes 'No Shows' on the day and there is no refund to a candidate who does not pass the course.
16. Where there are extenuating circumstances, the candidate / client can request a full or partial refund of fees, however, any refund is at the discretion of the RTO Centre Manager.

Client Course Bookings

17. Clients booking a dedicated course will be invoiced for the minimum course number quoted, unless negotiated otherwise.
18. Where minimum participant numbers have not been met by the client, the client is still liable for full payment of all quoted fees associated with the course booking.
19. Where participant numbers exceed the maximum course numbers specified, Altrad Services reserves the right to exclude a participant who was not confirmed by the client as an attendee of the course.
- Subject to safety, venue capacity, course requirements etc, where both Altrad Services and the client agree the participant can attend the course, the client will be liable for payment of that participant
 - The amount payable will be calculated by dividing the quoted course costs, by the minimum numbers, plus any additional resource or incidental fees associated with the participant attending
20. Where a client requests to defer or cancel a course, the following cancellation fees will apply:
- If cancellation occurs between six (6) and four (4) days, 50% of the course value, plus any non-recoverable cost incurred as a result of the booking
 - If cancellation occurs within three (3) days, 100% of the course value, plus any non-recoverable cost incurred as a result of the booking



- Whilst deferring a course does not attract a course cancellation fee, the client is liable for any non-recoverable cost incurred as determined by the RTO Centre Manager
21. Clients who cancel or defer a course booking will be liable for any costs incurred by Altrad Services. This may include, but is not limited to:
- Venue hire
 - Trainer cancellation fees
 - Recourse fees
 - Flights
 - Accommodation
 - Travel

Issue of Certificates

22. In accordance with Altrad Services' RTO Issuing Certification Procedure, AMS-AUS-PR-03-28, where fees have not been paid in full by the candidate or client, Altrad Services reserves the right to withhold any Testamur or Statement of Attainment until all fees have been paid.
23. In accordance with the Student Identifiers Act 2014, a Testamur or Statement of Attainment cannot be issued until the Student's USI has either been verified or an exemption has been granted by the Registrar.
- Where training services have been provided, but a valid USI has not, the candidate / client is still liable for payment of course fees

Processing of Refunds

24. Refunds will be paid directly to the person or client who made the payment via electronic funds transfer or credit card refund.
25. Refunds will be processed within seven (7) working days from approval being received from the RTO Centre Manager.

Overdue Fee Payments

26. In the first instance, Altrad Services will attempt to contact the candidate or client to discuss the overdue payment, reason for overdue payment and any payment options that may be available.
27. Where an Employer has agreed to pay fees on behalf of an individual, and fees become overdue, this could result in the suspension of any future training.
28. Long term outstanding fees may be referred to a debt recovery agency. The candidate / client is liable for any fees associated with debt recovery services.

Key Related Documents

Reference Number	Document
AMS-AUS-PR-03-28	RTO Issuing Certification Procedure