

## REFUND POLICY

Training & Personnel Australia (RTO 41096)

Maritime and General Programs – Career Start, Career Boost & Fee-for-Service

Version	Date	Description	Author	Approved By
3.0	12/2025	Full policy rewrite for SAS 2025–2028 compliance	Jamie Whittle	Director
3.1	12/2025	Logo placement adjustment	Jamie Whittle	Director
3.2	12/2025	2025 Standards for Registered Training Organisations DESBT reference removed & replaced by DTET	Jamie Whittle	Director

### 1. Purpose

This Refund Policy outlines the circumstances under which Training & Personnel Australia will issue refunds for course fees, co-contribution fees, and student withdrawals.

It ensures compliance with:

- Skills Assure Supplier (SAS) Agreement 2025–2028
- SAS Policy – Performance Standard 1 (fee disclosure)
- 2025 Standards for Registered Training Organisations (RTOs)
- Australian Consumer Law
- This policy applies to all funded and non-funded students.

### 2. Definitions

**Course fee** – The total amount payable by the student (including co-contribution fees).

**Funded student** – A student accessing subsidised training under Career Start or Career Boost.

**Course commencement** – The date the first scheduled training or assessment activity begins.

**Withdrawal** – A student's decision to cease participation in a course or skill set.

**Substitution** – Replacing an enrolled learner with another eligible individual prior to commencement.

### 3. General Refund Principles

- Training & Personnel Australia does not charge enrolment or administration fees.
- No refunds apply after training has commenced, except where required by law.
- Refunds are processed within 14 business days of approval.
- Refunds are paid to the original payer only.
- Refund conditions are fully disclosed before enrolment.

### 4. Student-Initiated Withdrawals (Before Commencement)

The following refund conditions apply when a student withdraws prior to commencement:

- Written notice 8+ days before commencement → 100% refund
- Written notice within 7 days before commencement → 75% refund of the full course fee
- Written notice less than 24 hours before commencement → Nil refund
- Withdrawal due to misconduct after commencement → Nil refund

## **5. Withdrawals After Commencement**

- No refunds apply once training has commenced.
- Applies to both funded and full-fee students.
- Australian Consumer Law rights still apply.

## **6. RTO-Initiated Refunds**

Refunds may apply where Training & Personnel Australia:

- Cancels a course before commencement → 100% refund
- Discontinues a course after commencement → Refund for undelivered training OR transfer to another date

Preference: Transfer to a future intake, with refund available upon request.

## **7. Payment Plans**

Training & Personnel Australia does not offer payment plans for funded programs.

All fees must be paid according to the disclosed payment schedule.

## **8. Funding Eligibility Errors or Changes**

If a student is later found ineligible for funding:

- Student may withdraw with no refund (after commencement), OR
- Student may continue and pay the difference between the subsidised fee and full fee-for-service rate.

## **9. Compassionate or Special Circumstances**

Refunds may be considered on a case-by-case basis in situations involving:

- Serious illness or injury
- Family emergency
- Other compassionate grounds

Evidence may be required. Possible outcomes include full refund, partial refund, or transfer.

## **10. Substitutions (Employer-Funded Enrolments)**

Substitutions are permitted when:

- Requested before course commencement
- Replacement learner meets all eligibility requirements

Substitutions are not permitted after commencement.

## **11. Misconduct or Safety Breaches**

Students withdrawn for misconduct, safety breaches, or inappropriate behaviour are not entitled to a refund.

## **12. Consumer Guarantees**

Nothing in this policy limits a student's rights under the Australian Consumer Law (ACL).

Students may be entitled to a remedy if services are not delivered with due care and skill, are not fit for purpose, or are not delivered as advertised.