

# RTO Refund Policy

Version: 1

Issued: 19/06/2017

Doc #: RTOPOL06

Authorised by: RTO Manager



## 1. Policy Statement

This policy applies to fees collected from clients for all training delivered through Four Wheel Drive Victoria (FWDV) of accredited and non-accredited courses. Clients being, company bookings and public individuals (participants).

## 2. Compliance Referencing

Standards for RTOs 2015; Standard 5 and 6

## 3. Refund Procedure

In order for a participant to receive a refund for fees collected, a Request to Withdraw from Training form must be completed and submitted to the RTO Manager.

- If the participant has commenced training, but has not completed the course agreed to, the decision will be made by the RTO Manager on the percentage of the fees which will be refunded. A full refund will not be granted.
- If the participant has not commenced the training, the following processes will be followed:
  - All courses: When a participant does not attend a course where previous confirmation has been received, an invoice for \$55.00 (inc GST) can be issued at the RTO Manager's discretion to cover costs associated with venue hire, catering and material printing.
- All Bookings:
  - Requests for course cancellations must be received in writing.
  - Full refund will apply to withdrawals more than fifteen days prior to the commencement date
  - 25% administration fee will apply to cancellations received less than fifteen days before the course commencement date but more than five days.
  - Full booking fee is payable for cancellations received five days or less from the commencement date of a course.
- Refunds will be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to us.
- In the instance that FWDV closes and must discontinue training, participants who have paid in full will be informed directly by management regarding their eligibility for a refund.
- In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.
- Should a course be cancelled by FWDV, a full refund will be provided for fees collected.

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### 4. Publication

This Refund Policy is publicly available via our website at [www.4wdvictoria.org.au](http://www.4wdvictoria.org.au)

### 5. Related Documents

Participant Withdrawal Procedure  
Request to Withdraw from Training Form