

Purpose

The purpose of this policy is to provide clear direction to Australian Lifesaver Training policy and procedures, relating to fees, refunds and cancellations. This does not pertain to licensed partners if applicable (third party trainers) that are not employed or contracted by us directly. Please contact your third-party trainer or visit their website to review their policy.

Policy

This policy refers to all students, participants and clients (group training) and includes prospective clients and those eligible for government funding / subsidy whilst participating in our training courses.

Policy Statement

This policy is to be read in conjunction with applicable legislative instruments including the Australian Consumer Law Legislations, ASQA Standards for Registered Training Organisations (RTOs) 2015. Australian Lifesaver Training will conduct all student fee administration and refunds ethically, honestly and with fairness to all parties. Australian Lifesaver Training will use the guidance and framework provided by these regulations and codes.

Fees

Prior to enrolment, information on course details and the enrolment process is made available to the participant/student. Course fees are either quoted or displayed on the enrolment process.

Upon booking confirmation, clients are issued with a tax invoice and payment methods.

- Online Credit or Debit card, taken via Paypal
- Option for electronic funds transfer prior to the course (if public) or via invoice for group training.

Additional Fees may be charged

- The replace of any learning resource that is lost, damaged or misplaced. These will vary from program to program.
- The reissuance of misplaced or lost certificates. An extra fee of \$30 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment).
- Application of a USI number on behalf of the client if required. Australian Lifesaver Training online enrolment allows all students/participants to either create a new USI or look up their existing USI.

The fee for this additional service will be \$60.00 GST Inc.

- Students/participants who require reassessment of a task will be charged an extra fee for each subsequent submission.

Fee Collection and Payment Methods

Students/participants or group training clients are provided with detailed fees, charges and refund information prior to enrolment, and are asked to sign a declaration (electronic acceptance) stating that they have been provided with sufficient information in which to make an informed decision – as a part of the enrolment process.

For individual students fees are paid prior to the commence of training in the case where the total amount invoiced does not exceed \$1500.00, a minimum deposit of \$500 is made prior to commence of training, and the remainder of fees are paid according to the agreed payment plan and prior to issuing a certificate. Payment methods are as outlined in the invoice send to the student/participant.

For employers, the above limit does not apply, and invoice payment can be made at any stage prior to issuing certificates.

Cancellation and Withdrawal

Australian Lifesaver Training provides a cancellation policy to clients prior to commencement of the course and ensures that all refunds and/or cancellations are dealt with in a fair and equitable manner. All requests for refunds and/or cancellation will be acted upon within 14 days or notice received.

Notification of Cancellation	Refund Amount
Withdraw prior to course completion	No refund Extra fees may also be charged to cover the number of units completed. Should students wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards the course. This offer is only available within a six-month period from the time the initial payment is received.
Once the course/unit has commenced	No refund Where payment has not been paid, clients will be invoiced
1 to 4 days prior to the course commencement date	No refund Where payment has not been paid, clients will be invoiced
5 to 14 days prior to the course commencement date	50% refund, plus \$35* administration fee
15 days or more prior to the course commencement date	Full refund, plus a \$35* administration fee

- All cancellations must be emailed or can be sent via our website online form. Administration is not opened on weekends or public holidays. The date of the received email will be taken from the first business working day after receiving the email. E.g., if an email is sent on Saturday then Monday will be the date received and days calculated to course will be taken from the Monday.

Once a course has commenced, no refund will be made where the student/participant withdraw prior to completion. Should the student/participant wish to finalise the incomplete units or tasks, the original fee can be used as a credit towards that course. This will be looked at based on the unit/course and time frame. After six months this offer will not be applicable.

Summary of Additional Fees

Fees	Items
\$35	The reissuance of misplaced or lost certificates. An extra fee of \$35 will be charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting
\$35	Administration fee – process refunds
Bank Fees	Credit card handling fees – where the refund has been paid via a credit card or online payment.
Per case basis	Students/participants who require reassessment of a task (i.e following 3 previous unsuccessful submissions) will be charged an extra fee for each subsequent submission.
Per case basis	The replacement of any learning resource that are lost or misplaced. As these vary from program to program clients are required to view course information for more detailed costings prior to their enrolment.
Per case basis	Application of a USI number on behalf of the client if required.
Per case basis	Embedded qualification charge: covers the issuance of a lower qualification if the client has completed all the relevant units of competency in a higher qualification. Only issued on request.

Discontinuing Students

In the case where a student/participant wishes to discontinue their training without completing the course, Australian Lifesaver Training will take all the necessary measures to:

- Determine the reason for discontinuing, and if found to be related to the delivery of the training, ensure all reasonable efforts are made to address the client's concerns.
- Obtain formal notification from student/participant in writing (when possible) of their effective withdrawal date.

- Issue the student/participant with a Statement of Attainment and associate transcript for completed units of competency within 21 days of notification of the discontinuance.
- Update the training plan listing all units of competency and the respective outcome for each and provide the student/participant with the updated training plan.
- Give the student/participant a statement of fees that includes all fees applied, outstanding or refunded if applicable.
- Submit training activity data to finalise the record and, if eligible, receive any further payments or subsidies and loadings.

Refunds

From time to time there are circumstances where a refund of fees will be available. The following conditions are outlined:

- A course or unit has been cancelled by Australian Lifesaver Training due to unforeseen circumstances. In this case a full refund will be refunded.
- If a student/participant has paid in advance and wishes to cancel a course within the time frames set within our cancellation and withdrawn conditions in this document applies.
- If a student/participant has paid fees in advance and is granted Recognition of Prior Learning for one or more units, the client will be given a partial refund. Fees will be retained to cover the cost of processing the RRL application and engaging a qualified trainer and assessor for assessing the evidence provided by the candidate. The refund amount will be prorated depending on the number of units that have been granted RPL less administrative and assessment fees.
- In the case where a client has paid fees in advance and then is granted Credit Transfer for one or more units, the client will be given a refund for the full amount of the units that are deemed equivalent.
- In the case where a client has paid for and confirmed a course and Australian Lifesaver Training becomes unable to provide the course, Australian Lifesaver Training will provide an alternative RTO provider to ensure completion of the program. No refund of fees will be granted in this case.
- No refund will be made on perishable items such as practice materials (fire extinguishers, gas masks, bandages, masks etc) and learning resources (books, tools requirements ordered in to conduct the course or unit).
- In all other cases, refunds are at the discretion of the RTO Manager and may be negotiated on a case-by-case basis. The RTO Manager ensures that all refunds are dealt with in a fair and equitable manner.

The student/participant agrees that Australian Lifesaver Training may change this policy at any time and the policy to be used to determine whether they receive a refund will be the policy applicable at the time they give notice of cancellation or withdraw enrolment in a course. All student/participant policies are on our website www.alt.edu.au.

Application for Refunds

All requests for refunds must be submitted in writing, addressed to Australian Lifesaver Training RTO Manager and emailed to greg@alt.edu.au.

All requests for refunds will be acted upon within 14 days in accordance with Australian Lifesaver Training Refund Policy.

Appeal

If a student/participant is not satisfied the decision of their refund request, they may appeal that decision within 7 business days of receiving the original decision from Australian Lifesaver Training.

The 7 businesses days will be calculated the date provided on the response letter from Australian Lifesaver Training emailed to the student/participant. Where possible Australian Lifesaver Training will SMS the student/participant on the mobile phone number provided to confirm the decision letter has been sent to the student/participants provided email address.

In order to ensure Marketing and Advertising Materials are compliant:

- All Marketing and Advertising Materials must be sighted and approved by the Executive Officer or directors, prior to being uploaded to the Website, printed, or distributed to ensure accuracy and compliance.
- The website (www.alt.edu.au) must be reviewed and updated on a regular basis, to include any new updates on materials, hours, student support, graphics and policy documents.
- Training scope must be regularly reviewed via training.gov.au to ensure accuracy of units and qualifications.
- All Student and Training information must be reviewed and updated on a regular basis to ensure it is compliant and up to date with the Standards for Registered Training Organisations and AQF requirements.
- All Student and Training information is recorded in the RTO Register to ensure version control is implemented and all information provided to students is current.
- Written permission from any person or organisation for use of any marketing or advertising material which refers to that person or organisation and must abide by the conditions of that permission.
- Australian Lifesaver Training will ensure all information on advertising materials is accurate and ALT will honour all commitments made to Students on this material

For questions and artwork approvals contact:

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