

REFUND POLICY

Refund Policy

APPRENTICE AND TRAINEES

Full Refund

In the event an apprentice / trainee either cancels their training contract or nominates to change to another SRTO, TCA will pay a full refund to the apprentice / trainees for student contribution fees charged for training delivery that has **not commenced** at the time of the cancellation of enrolment.

Cancellation of enrolment relates to:

- Cancellation of training contract ending apprenticeship / traineeship
- Replacement of SRTO
- Change of elective unit of competency.

Partial Refund

TCA will proportionate refunds where the apprentice / trainees has **withdrawn** from the unit of competency / module by a case by case basis. TCA will consider the proportionate rate of fees to be refunded for any unit of competency commenced but not fully completed by an apprentice/trainee.

For example:

- For an apprentice/trainee, if they have completed all assessments, but TCA is still waiting on the Employer Verification Record (EVR) to be completed by the Employer to confirm the apprentice/trainee is competent 'on the job' no refund will apply for this unit
- If the apprentice/trainee has attended a 2 week delivery block, but then withdraws from unit or Apprenticeship/Traineeship, no refund will apply for this unit
- If the Apprentice/Trainee only attends 1 to 2 days of training, TCA will proportion a percentage of unit contribution fee to the apprentice/trainee for this unit

CERTIFICATE 3 GUARANTEE

Full Refund

In the event of a Certificate 3 Guarantee participant cancelling or withdrawing from their Certificate 3 Guarantee training program, TCA will pay a full refund to the participant for co-contribution fees charged for training delivery that have **not commenced** at the time of the cancellation/withdrawal of enrolment.

Partial Refund

TCA will proportionate refunds where the participant has **withdrawn** from the unit of competency by a case by case basis. TCA will consider the proportionate rate of fees to be refunded for any unit of competency commenced but not fully completed by a participant.

For example:

- If the participant has attended a 2 week delivery block, but then withdraws from unit or course, no refund will apply for this unit
- If the participant only attends 1 to 2 days of training, TCA will proportion a percentage of unit co-contribution fee to the participant for this unit

HIGHER LEVEL SKILLS

Full Refund

In the event of a Higher Level Skills participant cancelling or withdrawing from their Higher Level Skills training program, TCA will pay a full refund to the participant for co-contribution fees charged for training delivery that have **not commenced** at the time of the cancellation/withdrawal of enrolment.

Partial Refund

TCA will proportionate refunds where the participant has **withdrawn** from the unit of competency by a case by case basis. TCA will consider the proportionate rate of fees to be refunded for any unit of competency commenced but not fully completed by a participant.

For example:

- If the participant has attended a 2 week delivery block, but then withdraws from unit or course, no refund will apply for this unit
- If the participant only attends 1 to 2 days of training, TCA will proportion a percentage of unit co-contribution fee to the participant for this unit

FEE FOR SERVICE TRAINING

This policy ensures that a full refund of enrolment fees will be made if TCA cancels a course for any reason.

An application for refund of course fees under any other circumstance must be made in writing to Training Connections Australia. An 85% refund is available up to 10 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a 15% administration fee.

No refund is available where cancellation is made less than 10 working days prior to the commencement of a course or to Participants who leave before finishing the 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 Training Connections Australia.

However, should Participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six months of initial payment.

In all other cases, refunds are at the discretion of the National RTO Manager of Training Connections Australia and may be negotiated on an individual case-by-case basis.

Credit Policy

This policy confirms that TCA is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by TCA.

The terms of credit are at the discretion of TCA and subject to the provision of adequate Participant identification.

TCA will accept payment of no more than \$1000 from each individual Participant prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the Participant but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Participant does not exceed \$1,500,

Enrolment fee (\$1000 or less) will be invoiced 10 days prior to enrolment/start date of the course date unless alternate arrangements are made.

TCA CONTACT DETAILS

Phone: 07 4044 1060
Email: trainingsupport@trainingca.com.au
Address: 11 Sheridan Street, Cairns QLD 4870