

Purpose

This procedure describes the processes whereby TDT Training Australia Pty Ltd (TDT) controls and implements and manages its student refund policy.

Scope

This procedure applies to all students having accepted study at TDT and to staff responsible for the delivery of training and assessment services and the provision of student administration and support.

Responsible parties

The Administration Supervisor is responsible for the control and issue of this procedure.

Procedure

All students enrolling in courses with TDT will be advised of this policy describing default and the terms and conditions for the refund of student fees by TDT.

Default:

The following default conditions are applicable to TDT policy.

Provider:

The provider is at default if –

- a. The course does not start on the agreed starting day; or
- b. The course ceases to be provided at any time after it starts but before it is completed; and
- c. The student has not withdrawn before the default day.

Student:

The student is at default if –

- a. The course starts on the agreed day but the student does not start on that day (and has not previously withdrawn); or
- b. The student withdraws from the course (either before or after the start date); or
- c. The provider refuses to provide or continue to provide the course to the student because of one or more of the following:
 1. the student failed to pay an amount he/she was liable to pay, directly or indirectly, in order to undertake the course; or
 2. misbehaviour by the student.

Terms and Conditions

1. TDT Training Australia agrees to refund student fees in full if at default

Student Claim

1. All requests for refunds are subject to approval by the RTO Manager.
2. All requests for refund of any monies must be made in writing to the RTO Manager.
3. Where TDT is unable to deliver the course for which the student has enrolled, the full amount of fees paid will be refunded.
4. You can apply for a refund at any time, but must allow enough time for TDT to process your application. TDT will approve/reject the request for refund within 4 weeks after receiving the written request, and will notify you within 2 weeks after the decision was made.

Review:

This document and the procedures resulting from the implementation of this policy will be reviewed annually as determined in the Risk Review Schedule.

D Roberts
Director