

Background

This policy is produced in the context of Broadspectrum Training Service's commitment to delivering training and assessment in accordance with the Standards for Training Organisations (RTOs 2015). As such, Broadspectrum is required to have and provide detail of a fair and reasonable refund process.

Purpose of this policy

The purpose of this Policy is to:

- ▶ provide for the appropriate handling of client refunds.

Policy principles

- ▶ Details of Broadspectrum Training Services Refund Policy are to be publicly available.
- ▶ Payment of all refunds is made within one month (thirty days) of application for refund.
- ▶ With regard to all withdrawals, Broadspectrum will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- ▶ Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- ▶ There is no refund applicable where a client has commenced their course/unit.
- ▶ There is no refund to participants who do not obtain their qualification after assessment.
- ▶ There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- ▶ Broadspectrum does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- ▶ Broadspectrum provides a full refund to all clients, should there be a need for Broadspectrum to cancel a course. In the first instance Broadspectrum will (where possible) provide an opportunity for the client to attend another scheduled course.
- ▶ If Broadspectrum cancels a course, clients do not have to apply for a refund, Broadspectrum will process the refunds automatically.
- ▶ Refunds for cancellation of enrolments are granted on a sliding scale (refer to short courses and skills sets along with qualifications / accredited courses below).

Short courses and skill sets

Refunds for enrolments in individual classroom based/online/self-paced courses will be calculated in accordance with the following sliding scale:

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, More than five (5) working days prior to the course commencement	100% of the course fee (paid by the client)

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Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, within Five (5) working days but more than three (3) working days prior to the course commencement.	A cancellation fee of 50% of the course fees will apply
Client withdraws	In writing, less than three (3) days prior to course commencement.	Nil Refund
Client withdrawn from the course by BRS Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by BRS Training		100% of the course fee (paid by the client)

a) A fee equal to 50% of the full fee is charged where cancellations occur within five (5) business days but before three (3) business days prior to commencement of an enrolled course or assessment.

b) Fees are refundable in full where the client submits in writing reason for withdrawal, more than five (5) days prior to commencement of an enrolled course or assessment.

c) There is not refund available for three (3) business days or less written notice.

Qualifications / accredited courses

Refunds for enrolments in nationally recognised qualifications (workplace based/traineeships/Government funded training) and accredited courses are subject to the following refund criteria:

Fee Type	Description	Fee \$\$	Refund
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$200.00 per qualification	
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund	
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Written cancellation from enrolment	Full Unit fee paid by the client is Refunded
User Choice Trainees	In the event where a student does not complete the training or	Student Contribution fees will be refunded as per the following:	

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Fee Type	Description	Fee \$\$	Refund
	the training contract is terminated, there will be no refund of commercial qualification fee paid to date.	<ul style="list-style-type: none">the provision for full refunds to Participants for Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolmentthe provision of proportionate refunds where the Participant has withdrawn from a Unit of Competency/Module	
Certificate 3 Guarantee Students	For all individual units commenced/attended/completed from within the qualification /Accredited course	Student Co-contribution fees will be refunded as per the following: <ul style="list-style-type: none">the provision for full refunds to Participants for Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolmentthe provision of proportionate refunds where the Participant has withdrawn from a Unit of Competency/Module	

Responsibilities

The Managing Director Broadspectrum is responsible for ensuring compliance with this policy. Broadspectrum will process refund requests within one (1) month from the day of receipt.

Monitoring and Improvement

All refund practices are monitored by the Managing Director of Broadspectrum and areas for improvement identified and acted upon (refer to Continuous Improvement Policy).

Document Sponsor

A handwritten signature in black ink, appearing to read "Michael", is written over a faint, light-colored signature line.

National Industry Training Manager

Broadspectrum Training Services

15 November 2016

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