

# Refund Policy

## 1. Purpose

Quest Training Solutions is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Quest Training Solutions is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

## 2. Policy Statement

Quest Training Solutions is committed to ensuring fair and reasonable refund practices.

Quest Training Solutions will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

## 3. Policy Principles

The following principles underpin this policy.

- a) Details of Quest Training Solutions Refund Policy are to be publicly available.
- b) Payment of all refunds is made within 10 working days of application for refund.
- c) With regard to all withdrawals, Quest Training Solutions will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) 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.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) Quest Training Solutions does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) Quest Training Solutions provides a full refund to all clients, should there be a need for Quest Training Solutions to cancel a course. In the first instance Quest Training Solutions will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If Quest Training Solutions cancels a course, clients do not have to apply for a refund, Quest Training Solutions will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below table).

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	\$25 admin fee
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by <b>Quest Training Solutions</b>	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by <b>Quest Training Solutions</b>		100% of the course fee (paid by the client)

\* Fees will also be refunded in full in the case of these exceptional circumstances should the student not wish to transfer or receive credit.

As a general guide extenuating circumstances are circumstances, which are:

- beyond the student's control (i.e. they could not have reasonably been anticipated, avoided or guarded against)
- sufficiently grave or of a nature or duration to have caused considerable disruption to the student's capacity to study effectively or to complete subject requirements
- have interfered with the otherwise satisfactory fulfillment of the subject requirements

#### 4. Dispute

All disputes on refunds shall be addressed by application of the complaints policy and procedures.

Where a dispute remains unresolved through negotiation between the student and Quest Training Solutions, the matter shall be referred to Consumer Affairs for arbitration.

#### 5. Quest Training Solutions Responsibilities

The Director Quest Training Solutions is responsible for ensuring compliance with this policy. General Manager of Quest Training Solutions will process refund requests within 1 week from the day of receipt.

#### 6. Access & Equity

The Quest Training Solutions Access & Equity Policy applies.

## **7. Records Management**

All documentation from Refund processes are maintained in accordance with Records Management Policy.

## **8. Monitoring and Improvement**

All Refund practices are monitored by the Director Quest Training Solutions and areas for improvement identified and acted upon. (See Continuous Improvement Policy)