

### **Cancellation, Refund Policy and Agreement**

It is important that you read or have the information explained to you within the Refund Policy. The Enrolment form must be signed as confirmation of your acceptance of the refund and transfer of credits policy, and then returned with your payment of fees. In addition, payment of fees is deemed as acceptance of these terms and conditions.

Quality Training Group Pty Ltd provides a money back guarantee on delivery training programs. If students are not completely satisfied with the program, they are able to return the study materials within 28 days of despatch to qualify for a full refund minus \$150 course handling and management fee.

- ☐ If Quality Training Group Pty Ltd receives fees paid in arrears, then the refund policy is not applicable.
- ☐ The refund policy and procedures applies to those students who pay their fees in advance
- ☐ Tuition fees and application fees to be refunded in full if:
  1. The course does not start on the agreed starting date
  2. The course stops being provided after it starts but before it's completed.
  3. The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.
- ☐ Refunds under the above conditions are paid in full to the student within 14 working days.
- ☐ In making a contract to enrol in a course at Quality Training Group Pty Ltd the applicant acknowledges the following:
  1. That the information provided by the applicant in their application is complete and correct.
  2. Agrees to be bound by Quality Training Group Pty Ltd 's rules and regulations and any amendments made to the rules and regulations.
  3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Quality Training Group Pty Ltd.
  4. Agrees to pay all fees required on or before the due date as notified in writing by Quality Training Group Pty Ltd or as per the invoice.
  5. Quality Training Group Pty Ltd will access these fees in accordance with the procedures established by the State Government and the Australian Government
  6. Quality Training Group Pty Ltd reserves the right to accept or reject any application for enrolment at its discretion.
  7. Quality Training Group Pty Ltd reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant.
  8. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
- ☐ Should a student cancel their own enrolment then they may be entitled to a full refund (less the enrolment fee). They must apply in writing to the CEO, Quality Training Group Pty Ltd (with supporting documentation).

- ☐ The following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by Quality Training Group Pty Ltd.

<b>Withdrawal Reason</b>	<b>Amount Refunded</b>
Withdrawal at least 1 week prior to the agreed start date	Full refund
Withdrawal at 1-6 days prior to agreed start date	50% refund (Enrolment fee retained by Quality Training Group Pty Ltd)
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by Quality Training Group Pty Ltd	Full refund
Quality Training Group Pty Ltd is unable to provide the course for which the original offer was made	Full refund

- ☐ Process for making application for refund is as follows:
1. Student must make application for refund in writing using the Application for refund form to the Administration Officer outlining the reasons for requesting the refund.
  2. Refund requests for full or partial refunds must:
    - a) set out the reasons for the request; and
    - b) be accompanied by supporting documents as may be appropriate; and
  3. Information provided by the student on the Refunds Application Form must include:
    - a) date of the claim
    - b) full name of student
    - c) course in which the student was enrolled
    - d) basis for making the claim
    - e) amount claimed
    - f) address to which the refund is to be forward
    - g) student's payment details
    - h) student's signature; and
    - i) all documents relevant to consideration of the claim
- ☐ Refund is provided to student as per this Refund policy and procedures
- ☐ This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
- Quality Training Group Pty Ltd dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
  - The student can refer to Quality Training Group Pty Ltd's complaints and appeals procedure if they wish to appeal the refund policy.
- ☐ Tuition fees are not transferable to another person or institution.

- ☐ Quality Training Group Pty Ltd reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time. Quality Training Group Pty Ltd changes, alterations and amendments may be made without notice.
- ☐ If Quality Training Group Pty Ltd has to change any of the refund conditions for any reason, all students are notified of the change in writing.
- ☐ Refunds will only be paid to the person that enters into the contract with Quality Training Group Pty Ltd unless Quality Training Group Pty Ltd receives written direction to pay the refund to somebody else.

Refer to Quality Training Group Pty Ltd's complaints and appeals procedure contained in the Student Handbook if you wish to appeal the refund policy.

**PLEASE NOTE: This cancellation, refund policy and agreement Applies only to Fee for Service Students**