

## FEES AND REFUNDS POLICY AND PROCEDURE

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### PURPOSE

To ensure that students and staff are fully aware of the way in which student fees and refunds are to be handled, the following is CQ First Aid & Safety's policy and procedures on processing fees and refund requests.

### POLICY

The policy information is transparent and ensures that all students are treated fairly and with integrity when applying for refunds. They are designed to ensure that CQ First Aid & Safety complies with the requirements of ASQA and the [Standards for Registered Training Organisations \(RTOs\) 2015](#) in relation to the refund of fees paid by our clients.

We advise that CQ First Aid & Safety abides by the Consumer Protection legislation and will at all times respect each Student's consumer rights. Refer to:

- [Australian Consumer Law and Fair Trading Act 2012](#)
- [Australian Consumer Law and Fair Trading Regulations 2012](#)
- NSW [Fair Trading Act 1987 No 68](#)
- NSW [Fair Trading Regulation 2012](#)
- NSW Fair Trading: [Education and Training](#)

**Cooling-Off Period:** A '10 business day cooling-off period' under the Australian Consumer Law does not apply where a Student of their own initiative approaches the RTO and while being fully aware of the RTO's 'Terms & Conditions' books into a course.

If a Student was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply.

**Payment Facilities:** Payments can be made by EFTPOS, credit card (MasterCard & Visa only), cash or by Direct Deposit (ANZ Bank. Account Name: CQ First Aid & Safety BSB: 014 580 A/N: 182 496 114). Payment will be considered to have been received once funds have cleared CQ First Aid & Safety's bank account.

**Fees and Charges:** Upon receipt of your payment you will be issued with an electronic receipt and a confirmation email from our website verifying that you are aware you are enrolled.

**Application:** All Students will indicate upon enrolment into any qualification or unit of competency that they have read, understood and have accepted these terms.

**Publication:** This Fees and Refund policy and procedure will be made available to students through publication on the CQ First Aid & Safety website:  
[www.cqfirstaid.com.au](http://www.cqfirstaid.com.au)

**Refunds:** All refund requests are to be processed within five business (5) days of the application being received and to be signed off by the Accounts Manager, Kim Van Meteren.

A refund will only be paid if:

- You have overpaid the fee.
- You have enrolled into incorrect training and assessment that is unsuitable to your situation and you wish to transfer to the appropriate training and assessment sessions. The fee difference will be refunded or charged.
- You have enrolled in a course that has been cancelled by CQ First Aid & Safety or we will transfer your payment to another course in the event we need to cancel or discontinue a course.
- CQ First Aid & Safety is to cease trading before training and assessment commencement or deliver the training that you have purchased
- CQ First Aid & Safety fails to provide in full, the agreed training services, or training and assessment is terminated after its scheduled commencement date. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
- If you withdraw for any other reason other than illness, with less than one weeks' notice you will forfeit 50% of your course cost.
- The Managing Director is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund. In this case a part refund may be made, based on the notice given and costs already incurred by CQ First Aid & Safety

Students that are unable to attend a class, please email:

[training@cqfirstaid.com.au](mailto:training@cqfirstaid.com.au) or phone (07) 4978 1112 or 0427 444 908.

Where a corporate client cancels a course less than 24 hours prior to commencement of the course, a cancellation fee will be charged.

A refund will not be provided if:

- The Student does not present for the training and assessment
- A Student fails to complete the course by cancelling or withdrawing their enrolment from scheduled training and assessment sessions
- The Student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Student Handbook
- The Student had failed to pay the course fees

## PROCEDURE

1. A Student or client contacts CQ First Aid & Safety requesting a refund for training and assessment sessions that they have enrolled into
2. CQ First Aid & Safety will provide the 'Refund Request Form' to the claimant, while explaining that the refund application process will commence once the refund request form has been filled in, submitted and received by CQ First Aid & Safety
3. Upon receipt of a completed refund request form, and if applicable, all returned materials have been received in an acceptable condition, the refund request form will be handed over to the accounts department for processing
4. The accounts manager will review the details of the requested refund in accordance to the points specified in the Refund policy
5. If the refund is rejected, the student or client will be notified within five business (5) days and will be provided with a reason why the refund request was rejected
6. If the refund is approved, the student or client will be notified within five business (5) days that the refund request has been approved and paid
7. CQ First Aid & Safety will reimburse the specified amount back to the account that the payment was received from

**Related Standard/s:** Clause 5.3