



Refund Policy

Introduction

The RTO is committed to ensuring fair and reasonable refund practices are in place for all enrolling students.

In accordance with the requirements of the Standards for RTOs 2015, The RTO will:

- a) implement and maintain procedures for fair and reasonable refund of fees paid; and
- b) refund fees and charges paid by individuals / clients, for ASQA regulated courses when written notice
- c) is received.
- d) For non-ASQA regulated courses refunds will vary dependent on the course and these are covered further into this document if they are any different to the principles below.

Accessing Refunds

For ASQA regulated courses that are delivered by correspondence, the course commencement/start date is considered to be 2 days after enrolment into the course, or on the day that the correspondence kit has been mailed/sent, whichever comes first.

For all other ASQA regulated courses, the course commencement/start date is the date of the course commencement.

For non-ASQA regulated courses (including courses that may be recognised or regulated by state-based authorities), the commencement date is the date booked for the face to face session.

If you provide written notice of cancellation from a course to our team at admin@perthboatschool.com.au with 10 or more business days' notice before the start date of your course, all fees will be refunded with the exception of a \$30.00 administration fee.

If you provide written notice of cancellation from your course to our team at admin@perthboatschool.com.au with between 5 and 10 business days' notice before the start date of your course, 50% of your fees will be refunded.

If you provide written notice of cancellation from your course to our team at admin@perthboatschool.com.au with less than 5 business days' notice before the start date of your course, no refund will be given.

If you would like to reschedule your course with less than 5 business days' notice before the start date of your course, a \$50.00 administration fee will apply to all non-ASQA regulated courses, or a \$200.00 rescheduling fee for Nationally recognised courses. The rescheduling fee may be waived in instances of family emergency or illness, with appropriate evidence (e.g., Medical Certificate) provided at the discretion of the CEO.

If you do not provide us with any notice and are more than 15 minutes late, or do not have the required materials as advised on the website, or do not turn up on the first day of training, then a 50% rescheduling fee will apply. If you do not turn up on the day of your course or are more than 15 minutes late, no refund will be given.

If you are to reschedule your course with less than 10 business days' notice before the start date of your course, and then provide written notice of cancellation from your new course date/time, no refund will be given regardless of the notice provided to the RTO.

For non-ASQA regulated courses, the RTO will allow 2 date or time changes to a booking before cancelling the student with no refund. In circumstances where a trainer allows more postponements, this does not negate this clause of the refunds policy and students that abuse this will be cancelled with no refund.

For ASQA Regulated courses delivered via correspondence, the RTO will allow you to change the date of your Final Practical and Assessment once within 10 days after the kit is posted, which will be free of charge. After this 10 day period, there will be a \$100 fee each time you request to change the date of the Final Practical and Assessment.

We do not offer a cooling off period. Please ensure that you choose your course wisely.

If the RTO cannot provide your chosen course on the date that you are enrolled to commence, and cannot reschedule you to another date, you will receive a full refund.

The RTO promises to let you know as soon as possible if there are any changes made to your course. The RTO reserves the right to cancel any course due to unavailability of a trainer or minimum numbers to perform the course are not met.

We understand that sometimes there are unavoidable extenuating circumstances that cannot be avoided. Discretion can be used by our RTO's management team and generally in cases such as these you will be given the ability to reschedule your course without incurring a fee.

The Chief Executive Officer or the Business and Compliance Manager may authorize a refund of fees should they feel the situation requires it.

Please note that there may be other fees and charges mentioned throughout the document that are not specifically mentioned here.

Related Documents

- Badge Marketing Policy and Procedure v 3.1
- Badge Complaints and Appeals Procedure v 3.1

Title	Badge Refund Policy			
Description	Refund Policy – Standard 5.3			
Created by	Peter Basell			
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Approved by	Jacob Gliddon			
Version #	Modified by	Modifications made	Date Modified	Status
3.0	Peter Basell	Badge Upgrade	21/1/22	Archived
Version #	Modified by	Modifications made	Date Modified	Status
3.1	Jacob Gliddon	Minor Changes	11/02/22	Current
Reviewed by	Modifications made	Approved by	Date	
Jacob Gliddon	N/A	Jacob Gliddon	11/02/22	