

# POLICY AND PROCEDURE

## FEES, CHARGES AND REFUNDS



### 1. Policy Objective

Royal Life Saving is a Registered Training Organisation and as such is required to outline the policy for Fee Refunds. Royal Life Saving's first responsibility is to customers that use our training products and services.

The Fee Refund policy will encompass training delivery and assessment services for the following programs developed by Royal Life Saving:

- Royal Life Saving Society awards
- Community Education Courses
- Vocational Courses/Qualifications (AQF)
- Accredited Short Courses
- Qualifications from Training Packages
- Units of competency from Training Packages

This Policy and Procedure support Standard 5 of the Standards for RTOs 2015.

### 2. Policy

#### Refunds

A full refund will be considered if written advice is received a minimum of three working days prior to course commencement. It is regretted that no refund can be made if no written advice is received prior to course commencement.

If you did not attend the course due to medical reasons you are entitled to a refund however a medical note must be provided. Students enrolled in a traineeship or participating in a publicly funded training program, the refund fee will be as set in the Fees and Charges Policy Guidelines that is written by the Western Australian Department of Training.

#### Transfers

Royal Life Saving will transfer your application at no cost if written notification is received three working days prior to course commencement. Transfer requests received after this time will incur a \$25.00 transfer fee payable to Royal Life Saving before transfer can be made. The \$25.00 transfer fee will be waived if you missed the course due to medical reasons, however a medical note must be provided. A maximum of two transfers per enrolment will be granted.

#### Group Booking Cancellations

Royal Life Saving requires a minimum of 5 working days notice if you wish to cancel a group booking. Cancellations received after this time will incur a cancellation fee of 50% of the course cost to a maximum of \$150.00

**In cases of severe financial hardship or exceptional circumstances the Training Manager may waive all fees and charges.**

## 5. Procedure

