

## Refund Policy

From time to time a refund may be required for specific student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Quality Training Solutions *Student Handbook*;
- Quality Training Solutions website; and
- As a part of the *Course Fees Agreement* completed prior to enrolment.

Quality Training Solutions has publicly published on its website and makes students aware of this Refund policy before enrolment.

### Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded course services. In these cases enrolment fees are non-refundable once the course service has commenced.

Quality Training Solutions general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the student and government contributions, are as follows:

General Refund Arrangements	
Quality Training Solutions is unable to commence the course for which the original enrolment and payment has been made.	Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.
Student withdrawal within 10 working days of enrolment	Any fee exceeding \$250 AUD non-refundable administration fee will be refundable, providing all course materials have been returned as new and no units have been completed. <i>Note: In cases for subsidised participants in specific jurisdictions where a mandatory government enrolment fee is required, these fees are non-refundable once the course services have commenced.</i>
Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received CT results and the fees paid to date.
Quality Training Solutions is unable to continue to deliver the course as agreed.	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference.
Student withdrawal after 10 working days from enrolment	No refund payable

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the student and government contributions.

## Refunds Due to Non-Provision of Services

All fees levied are refunded in full if Quality Training Solutions is unable to commence the course service as agreed due unforeseen circumstances.

Where Quality Training Solutions or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded to the student on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Quality Training Solutions default due to unforeseen circumstances, Quality Training Solutions will endeavour to arrange for another course, or part of a course, to be provided to you at no (extra) cost as an alternative to a refund. Where you agree to this arrangement, Quality Training Solutions will not refund fees paid.

Quality Training Solutions is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course, as per the student's preference.
Quality Training Solutions is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course, as per the student's preference.

## Refunds Due to Request Hardship Application

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or Student believes a special circumstance refund is warranted, the client may apply for a refund using the Refund Application Form. Students can request a copy of the form by emailing Quality Training Solutions Administration at [admin@qts.edu.au](mailto:admin@qts.edu.au).

Quality Training Solutions generally approves a pro rata refund of fees and charges at any time during the course of delivery if Students withdraw for reasons of personal circumstances beyond their control, such as

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the Student from completing their course; or
- Other exceptional reasons at the discretion of Quality Training Solutions.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

All clients have the right to appeal a refund decision made by Quality Training Solutions. Please refer to the Quality Training Solutions Complaints Policy for further information.

### Third Party Refunds

If course services fees have been paid to Quality Training Solutions by a third party, any refunds payable will be remitted to that third party.