Triquetra Training Services

**Refund Policy**

**Purpose**

The objective of the *Refund Policy and Procedure* for Triquetra Training Services (TTS) is to ensure accurate and accessible information about our payment services is available to prospective and *current* learners. This policy and procedure will ensure a consistent approach to payment systems and refunds form part of the RTOs strategy in the delivery of training services to clients.

**Scope**

The aim of this document is to formalise the refund procedure for TTS.

This procedure is applicable to:

* + - Individual prospective students, and
		- Students enrolled in our courses.

**Procedure**

TTS as a Registered Training Organisation (RTO) responsible for setting in place quality assurance processes to ensure that refunds of any fees paid in advance of training or assessment services received are consistent with recommendations and guidelines set out within training packages and also meet ASQA specifications.

The refund policy forms part of the Code of Practice provided as part of course enrolment and must be read prior to the completion of any enrolment form being completed.

Refunds are not to be granted automatically. Full refunds will be made where:

* A student cancellation is received in writing at least **5 working days** prior to the commencement date of the course;
* TTS cancels the course or the course is moved to a time or location unsuitable to the student;
* The student is unable to commence the course due to illness and is able to provide a medical certificate.
* Extenuating circumstances e.g. death of a family member, illness. (These cases will be managed on a case by case basis).

Supporting documentation may need to be provided in some circumstances.

**Process**

If students wish to cancel or move their enrolment they must inform TTS **no less than 5 working days** prior to course commencement. TTS will refund fees and / or deposits paid in advance (less $50.00 administration fee) if received within this timeframe.

Refunds are not permitted when cancellation occurs **less than 5 d**ays prior to course commencement and all fees paid are non-refundable. Refunds may be requested but will only be considered in extenuating circumstances.

In a case where students commence training and choose to discontinue the remaining time allocated, all fees paid are non-refundable. Transfers for the time remaining will be up to the discretion of management and will be on a case to case basis.