

## Refunds and Cancellations

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Approved by: Brendan Power, CEO

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### Background and context

Clear to Work is committed to providing the highest quality support for our students. The intent of this policy is to communicate the refund and cancellation policy and procedure for all courses and qualification offered by Clear to Work.

### Definitions

Clear to Work (RTO 21907) offers a range of online Nationally Accredited and non-accredited courses and qualifications. The terms and conditions vary dependant on the type of learning program a student is enrolled in:

- **Qualification** – A Nationally recognised formal certification. A qualification (such as a Diploma or Certificate IV) is made up of a group of Units of Competency that are packaged to form a qualification.
- **Course** – The term “course” can refer to either:
  - Accredited short course – A course made up of a single or multiple Nationally recognised units of competency. This could include a single unit (e.g. BBSMED301 interpret and apply medical terminology appropriately) or a cluster of units that do not form a whole qualification (e.g. Food Safety Level 1 & 2).
  - Non-accredited course – A course that has been written by industry experts, to teach specific knowledge or skills for a job role. These courses are not Nationally recognised.
- **Statement of attainment** – this is the official certificate for a student, when they have satisfied the requirements of one or more units of competency – either as an accredited short course, or part of a qualification. It is not used for a non-accredited course.
- **Testamur** – this is the official certificate for a student, when they have satisfied the requirements of a qualification. It is not used for a course
- **Certificate of completion** – this is the certificate awarded for successful completion of a non-accredited course.

## Clear to Work responsibilities

Clear to Work will ensure the provision of information and resources to support a student make an informed decision about their course or qualification including:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services we will provide to the learner including the:
  - estimated duration
  - expected locations at which it will be provided
  - expected modes of delivery
  - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
  - any work placement arrangements.
- our obligations to the learner, including that we are responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (2015), and for the issuance of the AQF certification documentation.
- the learner's rights, including:
  - details of our complaints and appeals process
  - if the we, or a third party delivering training and assessment on our behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner's obligations:
  - any requirements that we require the learner to meet to enter and successfully complete their chosen training product, and
  - any materials and equipment that the learner must provide
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

## Cancellation of a course

- Refunds are not provided for any accredited short courses or non-accredited courses.
- Refunds are not provided for change of mind, or choice of the wrong course
- Refunds are not provided if you do not have the required technical knowledge, skill or resources to complete the course, as stated on the course description

## Cancellation of a qualification

A qualification enrolment is complete when the student has been issued a username and password for online course access. Student's are then provided with a five (5) day orientation period.

### *Cancellation before commencement or during orientation period*

- A student may cancel their enrolment from a qualification anytime during the 5 day orientation period.

- Any cancellations received in writing during the orientation period will be eligible for a full refund of the fees, unless a student has saved assessments to any subject. Students that have saved assessments will NOT be entitled to a refund.
- Statement of Attainment/s will not be issued for any subjects completed

#### *Cancellation after orientation period*

- Students who cancel after the orientation period WILL NOT be entitled to a refund.
- All outstanding fees, including any that are due under a payment plan, must be paid.
- Withdrawal from a course or module without giving written notice in advance to Clear to Work will result in automatic forfeit of all fees paid to date.
- Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

#### *Cancellation due to illness or hardship*

In the case of a student who withdraws from a qualification due to illness or extreme hardship, Clear to Work may, at its discretion, allow a refund of the fees. The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
- A cancellation fee of 25% of full course fees will be withheld;
- Withdrawal must take place prior to the expiration of the course; and
- If a refund has been issued a Statement of Attainment will NOT be granted for any units .

### **Cancellation of a course or qualification by Clear to Work**

Should Clear to Work cancel a course for any reason, students enrolled at the time Clear to Work announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties. A Statement of Attainment will be issued for those subjects in which the student was assessed as competent.

This does not apply to enrolments in courses or qualifications that are superseded on the National Register, and where Clear to Work transitions students (under the “Transition Policy” available on the Clear to Work website) to the newly released course or qualification.

### **Cancellation due to unavailable units**

Should Clear to Work be unable to provide a unit to meet the student's course/qualification completion schedule, the following will apply:

Fees paid will be refunded in full, and No Statement of Attainment will be issued on any unit,

or

Fees paid on any unavailable unit/s will be refunded, and Statement of Attainment will be issued for satisfactorily completed units.