

P7 Payment, Cancellation and Refund policy

1. Purpose

The purpose of this policy and procedure is to ensure refund and cancellation requests are managed appropriately and to provide a clear and transparent policy and procedure to relevant stakeholders.

2. Scope

This policy applies to Employers, Students and ChemCERT staff involved in the payment, refund and cancellation process.

3. Definitions

Course commencement:

- a) Face to face commences the day a student is to physically attend a ChemCERT course.
- b) Online course commences the day a student logs into the eLearning portal and agrees to the course terms and conditions.

4. Policy

ChemCERT is committed to providing cost effective training and assessment services and upholds transparent pricing policies and a competitive fee structure. Fees and charges are reviewed as needed to ensure they remain cost effective and affordable for participants, while competitive amongst industry providers. Course fees, policies and procedures are visible on our website prior to enrolment.

4.1. Fees Payable

Course fees are due and payable at the time of enrolment. Payments are accepted online during registration, over the phone via ChemCERT's payment gateways, by direct deposit or cheque (cash is not receivable). Statements of Attainment will not be issued unless full payment is received, and enrolment requirements have been met per RTO Standards 2015.

4.2. Cancellation and Transfer Requests

- a) Students requesting a cancellation or transfer must contact ChemCERT over the phone on 1800 444 228 or via email to enrol@chemcert.com.au prior to course commencement.
- b) *Face to face course:*
Students may request to cancel their course prior to the course date and another date will be offered. If a new date is selected ChemCERT will allow changes to the enrolment for a period of twelve (12) months, after which the students enrolment will be withdrawn due to non-commencement. Withdrawn students will not be eligible for a refund. Student's may also transfer to another mode of study under the same course if it is offered by ChemCERT. For a refund of monies paid, refer to 4.3 Refund Requests.
- c) *Online course:*
Online students who wish to cancel their course have the option to transfer to a face-to-face course, at no extra cost. This is subject to course location availability. ChemCERT will allow changes to the enrolment for a period of twelve (12) months from the original commencement date. after which the student's enrolment will be withdrawn due to non-commencement. Withdrawn students will not be eligible for a refund.
- d) *Courses arranged by the Employer*
Employers with employees booked in for a public face-to-face course, enrolments can be transferred to other employees at any time or receive credit on the account. If employees are booked in for an online course and they haven't done any work or had any part of their

assessment marked, they can be swapped out for another employee (note their work will be wiped) or a credit can be used towards a face-to-face course. This can be done in accordance with section 4b, 4c.

e) *Cancellation requests received after the course has commenced*

The initiation of service begins at enrolment where resources are allocated and committed to the enrolment. Full fees will be retained if cancellation requests are received after the course date. Requests received under the following instances are not accepted:

1. Student received a Not Yet Competent Result (NYC)
2. Occurrences of academic/ non-academic misconduct
3. Non-attendance at the face-to-face course
4. Change of mind
5. Failure to complete the enrolled course within the allotted timeframe:
 - Face to face course – failure to complete the course with the addition of a seven (7) day extension.
 - Online course – failure to meet submission deadlines inclusive of any extensions granted or re-activations.

f) *Exceptional Circumstances*

If the student has experienced unforeseen circumstances that has led to the non-commencement of an enrolled course, credit will be given in lieu of a refund. The student must make a request as soon as possible and be able to demonstrate their extenuating circumstances.

4.3. Refund requests

- a) Students requesting a full refund must contact ChemCERT over the phone on 1800 444 228 or via email to enrol@chemcert.com.au prior to course commencement. No refunds will be issued once the student has commenced the course, including the online mode of study.
- b) Your request will be reviewed and must be approved by the CEO (or delegated representative).
- c) Approved refunds take up to ten (10) business days to process once all bank details are confirmed and refund of monies must be transferred back to the original payment method. In instances where this is not possible new bank account details must be provided in writing.

4.4. ChemCERT reserves the right to:

- a) Cancel, reschedule, or postpone courses if there are insufficient student numbers enrolled. If this occurs students will be offered an alternative date or delivery option if possible. If an alternative arrangement cannot be agreed upon, a full refund of monies paid will be provided.
- b) Cancel, reschedule or postpone courses due to force majeure. These are events that occur outside of ChemCERT's control that unforeseeable and unavoidable. ChemCERT will promptly notify its student's, employers and any other stakeholders.
- c) Change course fees at its discretion.

4.5. Guarantee of training services to clients/students

In the event ChemCERT ceases to operate as a Registered Training Organisation (RTO) and is unable to fulfil its service agreement with the client that has paid in full, ChemCERT will:

- a) Offer alternative arrangement for the student to complete their course.
or
- b) Provide a full refund for services not delivered to the client.

Statement of Attainments must be issued for any completed units of competencies.

5. Australian Consumer Law

This policy has been written in compliance with Australian Consumer Law (ACL). The Australian Competition and Consumer Commission (ACCC) alongside the state and territory consumer protection agencies jointly administer the ACL.

6. Relevant documents and legislative instruments

- Schedule of Fees
- Standards for Registered Training Organisations (RTOs) 2015
- Competition and Consumer Act 2010 (Cth)

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Version no.	1.3
Approved by	Brenden McMahon, CEO and Managing Director
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Last updated date	Changes made
13/09/2019	Combination of information from Compliance Processes document.
06/12/2019	Policy reviewed by Leadership Team and approved by CEO.
30/01/2020	Minor update.
29/03/2021	Minor update.
15/05/2023	Major update: Inclusion of 3, 4.1, 4.4, 4.5, changes to cancellation and refunds now under 4.2 and 4.3, removal of 'Procedure' now incorporated into 4.3. Title changed.