



TOID: 22274

Security & Service Training ~ First Aid Training

Course Refund Policy and Procedure

Purpose:

This policy is to be used by Technical Advanced Training for mutual protection of monies and the stipulations set out for the policy's application and the clear understanding of potential students and Technical Advanced Training management in regard to refunds in compliance with AQTF Essential Standards for Registered Training Organisations.

Scope:

This policy covers all courses offered by Technical Advanced Training where payment is made in advance and associated with the AQTF Essential Standards for Registered Training Organisations.

Policy:

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. If you withdraw from a course prior to commencement and obtain a full refund, all applications for refunds must be made in writing to Student Administration at least seven (7) working days prior to the start of the course.

STUDENT WITHDRAWAL

All Refunds made to Technical Advanced Training will incur an administration fee of \$30 or \$150 depending on eligibility criteria with any refunds to be sent in the form of a Company cheque. Our Refunds policy is subject to the following conditions below:

- If you advise TAT in writing **no less than 3 working days** prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you have enrolled and paid any course fee via our online service, the above points will apply to any refund request. You will need to apply for a refund in writing and the refund will be sent in the form of a Company cheque. This cheque will be addressed to the name and address listed on the online enrolment.
- Where students have been asked to leave the classroom and not rejoin for behavioural reasons the above refund policy will also apply.
- All units completed and paid for at the time of withdrawal will be recognised via a statement of attainment

CANCELLATION AND REFUND POLICY

Please refer to the "Course Refund" policy located in Student Handbook for a full explanation of our Refunds policy.

VTG STUDENT PARTIAL WITHDRAWAL

If you (the Student) provide written notice to withdraw from a portion of the course only the units completed and claimed will be recognised via a statement of attainment. No refund payments will be made to students from any government or third party funding.

CLAIMING A REFUND

The student must provide their notice of withdrawal or cancellation in a signed and dated written letter. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name and telephone number to enable TECHNICAL ADVANCED TRAINING to validate this claim. Date of Cancellation / Withdrawal is the date the written request is received by TECHNICAL ADVANCED TRAINING's Administration staff. A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted. All refunds will be paid as soon as possible and no later than 5 working days from an approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

1 ENROLMENT & PAYMENT OF FEES

- 1.1 Technical Advanced Training requires applicants to complete an official Application form.
- 1.2 Applicants are required to forward an initial enrolment fee. See section 2.1 below for initial enrolment fees.

The remaining amount for each course can be paid in part payments throughout the course duration. If a student fails to provide full course fee prior to course completion date, they will not be issued with a certificate, statement of attainment nor a statement of results (required by Victoria Police - LRD).

- 1.3 All cancellation requests made no less than 3 working days prior to course commencement date will incur an administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days.
- 1.4 The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

2 ADMINISTRATIVE / ENROLMENT FEES & COURSE FEES

- 2.1 **Administrative / Enrolment Fees** - Students will be required to pay an enrolment or application fee depending on the services they wish to access.

Administration/Enrolment Fees are non-refundable as of January 2016

Accredited Course Code								Course Title	Administration / Enrolment Fee
C	P	P	2	0	2	1	2	Certificate II in Security Operations Crowd Control / Unarmed Guard	\$150.00
C	P	P	2	0	2	1	2	Certificate II in Security Operations Control Room Operator	\$150.00
C	P	P	2	0	2	1	2	Certificate II in Security Operations Crowd Control / Unarmed Guard / Control Room Operator	\$150.00
								Control Room Operator Units Only (If you hold a current qualification in Certificate II in Security Operations)	\$150.00
C	P	P	3	0	4	1	1	Certificate III in Security Operations	\$150.00
C	P	P	3	0	4	1	1	Certificate III in Security Operations and Control Room Operator (If you hold a current qualification in Certificate II in Security Operations)	\$150.00
C	P	P	3	0	4	1	1	Certificate III in Security Operations and Baton & Handcuffs / Control Room Operator (If you hold a current qualification in Certificate II in Security Operations)	\$150.00
C	P	P	3	0	4	1	1	Certificate III in Security Operations and Baton and Handcuffs Training	\$150.00
								Baton and Handcuffs Units Only	\$150.00
T	L	I	2	1	2	1	0	Certificate II in Driving Operations (Taxi)	\$150.00

Stand alone accredited Unit of Competencies and Short Courses (Non-Accredited)

Accredited Unit of Competencies											Unit Title	Administration / Enrolment Fee
B	S	B	S	M	B	4	0	5	B		Monitor and manage small business operations (Taxi Operator / Management Course)	\$150.00
H	L	T	A	I	D	0	0	1			Provide cardiopulmonary resuscitation	\$100.00
H	L	T	A	I	D	0	0	3			Provide first aid	\$100.00
Non-Accredited											Responsible Service of Alcohol	\$50.00
Non-Accredited											Taxi Preparation Course "Knowledge Test"	\$150.00

Course Fee for CPP20212 - The course will cost \$950.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for CPP30411 - The course will cost \$850.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for TLI21210 Taxi Training Units - The course will cost \$700.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for BSBSMB405B Unit - The course will cost \$1150.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for HLTAID001/003 - The course will cost \$100 for HLTAID001 and \$200.00 HLTAID003 including all workbooks. A minimum payment of \$50 for HLTAID001 or \$150.00 for HLTAID003 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$50 or \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for RSA - The course will cost \$90.00 including all workbooks. A minimum payment of \$50.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$50.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

- 2.2 **Recognition of Prior Learning Fees** – Previous security license holders and Metropolitan taxi license holders will be required to pay RPL assessment fees at the time of making an application to upgrade their training to the new CPP20212, CPP30411 or TLI21210 Taxi Training units. Once payment has been received, applicants will be interviewed and/or sit for an individual module test. Fees are only refundable prior to RPL assessment being commenced. This does not include application fee. The following is a schedule of RPL assessment fees:

**RPL Fees
As of January 2016**

RPL Fee for Certificate II in Security Operations	\$750.00
RPL Fee for Certificate III in Security Operations	\$650.00
RPL Fee for Taxi Training Units from Certificate II in Driving Operations	\$550.00

Applicants for RPL assessment who are unsuccessful will have RPL fees (excluding RPL application fee) deducted from corresponding course fees if they wish to enroll, or else no fees will be refunded.

3 FEES & CHARGES FOR ADDITIONAL SERVICES

- 3.1 Taxi Driving applicants failing the TSC Knowledge of Melbourne Exam on first attempt require a \$120.00 re-sit fee. The re-sit fee entitles them to have two extra re-sits at free of charge. Failure on third attempt the regulator will be notified of the outcome. If the regulator approves further training is required it will incur an extra cost of \$180.00. Students must wait 5-10 working days to re-do the class for knowledge of Melbourne.
- 3.2 Students found to be NOT YET COMPETENT in the CPP30411 Certificate III in Security Operations (Armed Guard) course may return for a re-sit or re-shoot after a minimum of 5 working days.
- 3.3 Students wanting to become accredited in a Semi-Automatic would require to pay an additional fee of \$200.

Procedure:

1. In meeting all ethical marketing requirements under the AQTF Essential Standards for Registered Training Organisations, Technical Advanced Training will ensure all advertising brochures will clearly state the above listed refund policy.
2. In all induction information for students, the above policy will be clearly stated.
3. Disputes relating to refunds will be determined under policies covered in the Complaints and Appeals Policy.