



# | Refunds Policy

Approved by: RTO Administrator

Revision: 1.4

Revision Date: 01-03-2020

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DTW Designs (Qld) Pty Ltd  
RTO 31507  
21 Toolara Street  
The Gap Queensland 4061

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## Purpose

DTW Designs (Qld) Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, DTW Designs (Qld) Pty Ltd is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

## Policy Statement

DTW Designs (Qld) Pty Ltd is committed to ensuring fair and reasonable refund practices.

DTW Designs (Qld) Pty Ltd will:

- Implement and maintain a process for a fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/clients, where training and assessment activities have not been delivered.

## Procedure for Enrolment

### Commercial

DTW Designs (Qld) Pty Ltd primarily engages commercial clients and all fees associated with training are negotiated within a purchase order or through contractual arrangements.

Given the nature of the requirements under the contractual agreements DTW Designs (Qld) Pty Ltd does not take in advance, any monies for training and assessment services from clients.

Where individual clients seek training and assessment DTW Designs (Qld) Pty Ltd conducts training courses on a semi-regular basis based on client waitlists. Individuals should discuss these options with the RTO Administrator prior to enrolment.

### Fee for Service

The Client must pay to DTW Designs (Qld) Pty Ltd the fees stipulated in the Enrolment and these fees are subject to our Refund or Rescheduling terms.

### Payment Services

DTW Designs (Qld) Pty Ltd provides payment services to the applicant for processing transactions via the payment system provided by Camtech including anti-fraud checking.

Where on-line processing is used, the Corporate Applicants must choose the "Invoice" option and the Corporate Client will be invoiced post-course.

Where the Applicant is an Individual, the Individual will be required to pay a deposit of not more than \$1000.00 at time of enrolment and not more than \$1500.00 per payment for any remaining fee. Arrangements may be made with some Individual Applicants for post-course invoicing.

Payments made via the Camtech Payment System will be:

- Directly deposited to the DTW Designs (Qld) Pty Ltd Merchant Bank Account
- Will be available for refund in accordance with the Refunds – Rescheduling conditions.

## Procedure for Refunds - Rescheduling Commercial

Refunds - Rescheduling is subject to the following conditions:

1. Where the Applicant provides written notice greater than seven (7) Business Days in advance of the Course Start Date of a cancellation, Enrolment and Resource fees will apply and be invoiced if these processes have been completed and Resources dispatched.
2. Where the Provider provides written notice greater than seven (7) Business Days in advance of the Course Start Date, the Applicant will not be invoiced.
3. Where the Applicant provides written notice greater than seven (7) Business Days in advance of the Course Start Date of a reduction in trainee numbers, Enrolment and Resource fees will apply and be invoiced if these processes have been completed and Resources dispatched. The minimum Course Fee will apply in full for the first three (3) trainees regardless of trainee numbers being less than three (3). e.g. If Enrolment has been for 4 trainees and 2 trainees drop out, then the Additional Trainee Course Fee will be waived but the Course Fee which covers the first three (3) trainees will still apply regardless of the fact the course may only have 2 trainees enrolled.
4. Where the Applicant provides written notice within seven (7) Business Days or less in advance of the Course Start Date of a cancellation, Enrolment and Resources fees and an Administration Fee of 10% of the Course Fee per trainee enrolled will apply and be invoiced or the Applicant may request to be rescheduled to another Course.
5. Where the Provider provides written notice within seven (7) Business Days or less in advance of the Course Start Date all fees will be refunded or alternatively, the Applicant will have the option of Rescheduling to another Course.

The refund process reflects the commitment by DTW Designs (Qld) Pty Ltd to hold places as booked by clients and the number of administrative resources consumed at the various stages.

### General Rules

- a. The refund process reflects the commitment by DTW Designs (Qld) Pty Ltd to hold places as booked by clients and the number of administrative resources consumed at the various stages.
- b. Refunds must be requested in writing to the Managing Director of DTW Designs (Qld) Pty Ltd.
- c. The Managing Director of DTW Designs (Qld) Pty Ltd will process refund requests within 1 week from the day of receipt.
- d. To allow prompt settlement of refund requests, all advanced payments will be held in the Merchant Bank Account by DTW Designs (Qld) Pty Ltd until the course start date.
- e. All requests for refund will be processed on an individual basis, considering the impact on follow on units if applicable.
- f. The term "commencement" in this policy refers to the first day of the first program attended by the client.
- g. Issues about payment are to be handled at the first available opportunity and directed to the Managing Director of DTW Designs (Qld) Pty Ltd. All refunds are to be logged in the Refund Log.

Details concerning the scope of DTW Designs (Qld) Pty Ltd Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of the Client Handbook.



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## DTW Designs (Qld) Pty Ltd Responsibilities

The Director DTW Designs (Qld) Pty Ltd is responsible for ensuring compliance with this policy. Managing Director of DTW Designs (Qld) Pty Ltd will process refund requests within 1 week from the day of receipt.

## Access & Equity

The DTW Designs (Qld) Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

## Records Management

All documentation from Refund processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

## Monitoring and Improvement

All Refund practices are monitored by the Director DTW Designs (Qld) Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)