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PURPOSE

Baseline Training Pty Ltd has established and maintains the following refund procedure for all participants who enroll into VET training programs.

PROCEDURE

Course Cancellation and Refund of Fees

Learner Funded Courses (not traineeships)

Course fees may be refunded or reallocated under the following circumstances:

1. If Baseline Training Pty Ltd cancel a course for whatever reason, the Learner will receive a full refund (or pro-rata adjusted refund). Baseline Training Pty Ltd may also offer the learner a transfer to another course (at no additional charge to the Learner), this choice is for the learner to make.
2. If a course cancellation is requested up to 5 days before the commencement of the course, a full refund of paid money will be given.
3. If a course cancellation is requested less than 2 business days prior to the day of course commencement, 50% of the course fees will be refunded. If no payments have been received, Baseline Training will issue an invoice for 50% of the course fees.
4. If the learner wishes to change their enrolment request within 5 business days from the original course commencement date into another course date with Baseline Training Pty Ltd, the course fees will incur an additional \$40 fee when transferring to a new course date.

No Refund

1. If a learner applies for RPL and the application is unsuccessful, there will be no refund. However, fees paid can be transferred as a discount to attending the course identified as deficient by the RPL process, if the course is a current course offered by Baseline Training Pty Ltd.
2. Once training has commenced in the course, no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non-completion of course. In these cases, the learner may wish to return to studies at a later date. This will require approval by Baseline Training Pty Ltd (the learner must return within 1 year to complete course).
3. The learner fails to comply with terms and conditions of enrolment and policies and procedures as provided in the Learner Handbook
4. The learner provides false or misleading information

Progress Payments

Generally, Baseline Training Pty Ltd require upfront payment of course fees.

In line with our values on equity and access, learners may approach Baseline Training Pty Ltd, if they have circumstances that warrant an alternative payment structure.

How to apply for refund

To apply for a refund, the learner is required to complete the Refund form. This form is available on Baseline Trainings Website. <https://www.baselinetraining.com/>

Note: Refunds due to the Learner will be paid within 2 weeks of receiving written application and gaining approval from the General Manager.

Fees Protection

Baseline Training Pty Ltd has elected to not hold any more than \$1500 in learner fees before a learner starts training. In the event that a course costs more than \$1500, the schedule will be : \$1500 received before training starts, and then a schedule will be developed, which will ensure no more than \$1500 is collected and stored on a per participant basis. All fees must be paid before a Statement of Attainment and or Qualification will be issued.

Responsibility

The General Manager will be required to authorise and verify any refunds.