

7.3 Refund Policy

1. Purpose

Sport SA is committed to providing quality training and assessment in accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015*.

As such, Sport SA is required to ensure each client is aware of the fees for their training and have appropriate procedures in place to deal with refund requests. To ensure compliance with the *Standards for Registered Training Organisations (RTOs) 2015*, Sport SA will ensure each student is informed of the fee requirements for each course.

2. Scope

This Policy relates to all employees or contractors employed by Sport SA.

3. Policy Statement

Sport SA is committed to ensuring that current and prospective clients are provided with all relevant course information regarding our products and services, so that they may make informed decision about undertaking training and assessment.

Sport SA provides clear information regarding:

- Fees and charges, including payment terms, refund policy and exemptions (where applicable);
- Funding and subsidy arrangements (as applicable);

Training - fee for service

Refunds will only be issued upon request under the following circumstances:

- The participant formally withdraws from the course 7 days prior to commencement.
- The course is cancelled
- The participant is unable to notify Sport SA of inability to attend due to exceptional circumstances. (Applications must be made in writing to the Chief Executive Officer or Training Manager).

Refunds will be offered to all participants when a course is cancelled either by participant or by Sport SA due to lack of enrolments.

Refunds will not be issued if:

- The participant does not meet the requirements of the course attended.
- The participant does not attend the course in its entirety thereby not meeting requirements of the course.
- The participant is able to transfer to a later course.

Traineeships

Refunds will only be issued upon request under the following circumstances:

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- The participant withdraws from the traineeship prior to completing the 3 month probationary period of the contract of training.
- Refund will be a part refund not including the RTO initial costs of administering the off-job component of the traineeship. (to be determined)

Refunds will not be issued if the:

- Trainee has completed the 3 month probationary period of the Contract of Training.

Sport SA guarantees all student fees. All refunds must be authorised by the Chief Executive Officer or Training Manager.

4. Related Documents

This policy relates to the following documents:

- Records Management Policy

Table detailing any amendments made to the policy between review dates

Date	Modification	Version	By
4/11/2015	New Template, updated to reflect New RTO Standards 2015	2.0	Jodi Ryan
27/3/2017	Update template to reflect new format	3.0	Jodi Ryan

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