

# Refund Policy

## Purpose

The objective of the Refund Policy and Procedure for Highway Truck Training (HTT) is to ensure accurate and accessible information about our payment services is available to prospective and current learners. This policy and procedure will ensure a consistent approach to payment systems and refunds form part of the RTOs strategy in the delivery of training services to clients

## Scope

The aim of this document is to formalise the refund procedure for HTT.

This procedure is applicable to:

- Individual prospective students, and
- Students enrolled in our courses.

## Procedure

HTT as a Registered Training Organisation (RTO) responsible for setting in place quality assurance processes to ensure that refunds of any fees paid in advance of training or assessment services received are consistent with recommendations and guidelines set out within training packages, the Training Accreditation Council (TAC) specifications and The Standards for RTOs 2015.

The refund policy forms part of the Code of Practice provided as part of course enrolment and must be read prior to the completion of any enrolment form being completed.

Refunds are not to be granted automatically. Full refunds will be made where:

- A student cancellation is received in writing at least **7 working days** prior to the commencement date of the course;
- HTT cancels the course or the course is moved to a time or location unsuitable to the student;
- The student is unable to commence the course due to illness and is able to provide a medical certificate.
- Extenuating circumstances e.g. death of a family member, illness. (These cases will be managed on a case by case basis).

Supporting documentation may need to be provided in some circumstances



## Process

If students wish to cancel or move their enrolment they must inform HTT no less than 7 working days prior to course commencement. HTT will refund fees and / or deposits paid in advance (less \$120.00 administration fee) if received within this timeframe.

Refunds will not be granted when cancellation occurs less than 7 days prior to course commencement.

## Extenuating Circumstances

Refunds may be requested due to extenuating circumstances and will be considered on a case by case basis.

## Discontinuing Training

In a case where students commence training and choose to discontinue the remaining time allocated, all fees paid are non-refundable. Transfers for the time remaining will be up to the discretion of management if there are extenuating circumstances that affect continued training by the student. This will be managed on a case to case basis.

## Deferrals of Assessments

If students are advised to defer their assessment they will receive a credit ONLY, no refunds will be granted for deferral. Deferrals will be honoured for three months from date of initial booking only.

## Process of Refunds

All refunds will be processed within 15 working days of the advice of withdrawal or cancellation. HTT uses bank transfer method and can take between 3-5 days to show up in students bank accounts.

## Unforeseen Breakdowns

If during the duration of your course or training the vehicle the student is training in has a mechanical issue, the remaining hours that are left to complete will be issued as a credit but no refund will be provided. If on the date of a course / training the vehicle is not able to be used due to mechanical issues the course / training will be issued as a credit to be completed at a later date suitable to the student and subject to HTT booking availability. No refunds will be issued and credit will be honoured by HTT for 3 months.

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