



**kallibr**<sup>TM</sup>  
TRAINING

# Refund Policy

### Purpose

The purpose of this policy and procedure is to clearly outline:

- how course fees are charged
- what they cover
- how fees paid in advance are protected and
- the conditions under which a refund may apply.

### Scope

This policy covers all training function activities and documents associated with the *Standards for RTOs 2015*. This document, Refund Policy, applies to:

- all Kallibr participants
- all corporate clients

### Policy Statement

Kallibr will seek to ensure compliance to the *Standards for Registered Training Organisations (RTOs) 2015* in relation to fees and refunds and ensures the protection of consumer rights under Australian law.

### Policy Details

#### 1. Fees

Kallibr Training requires full payment of course fees **before** the course starts / at time of booking unless other arrangements have been made with Kallibr Management or an approved purchase order has been provided. Alternatively, an application for a credit account can be organised at the time of booking. Please note an application for credit is not a guarantee and approval is pending a credit score check. Terms offered on successful application are 30 days from date of invoice.

Course bookings are not guaranteed until payment has been received and / or an approved purchase order has been provided.

Course fees will be agreed with the participant prior to enrolling in a course. Where formal training agreements are entered into between Kallibr Training and an employer, fees will be included in the agreement.

Kallibr Training protects the fees paid in advance by participants and holds an unconditional financial guarantee which covers the amount of the prepaid fee.

Fee information relevant to a course is outlined in detail on the Confirmation Email and summarised in the Course Outline. This information is provided prior to enrolment. Fee information includes:

- All costs for the course and payment terms
- Deposit and refund information

The Participant Handbook provided prior to enrolment includes this policy and procedure and informs the participant of their consumer rights.

Course fees include:

- All of the training and assessment required for participants to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a participant fails to achieve a satisfactory outcome after two attempts

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at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Participant Handbook.

- One copy per participant of the required learning materials for each participant.
- Issuance of one set of certification documents including the Certificate and Record of Results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50 per document.
- Stationery such as paper and pens.

Course fees do not include:

- Any optional materials that may be recommended but not required for a course.
- Replacement materials if original copies are lost or misplaced.
- Re-assessment if required.
- Re-issuance of AQF certification documents – a cost of \$50 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).

## 2. Payments

- Payments can be accepted by Visa, Mastercard, EFTPos, electronic bank transfer and cash.
- Kallibr Training reserves the right to suspend the provision of training and/or other services until fees paid. Participants with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## 3. Credit accounts

Clients who request credit terms (payment after the services rendered) must apply for a credit account. This can be arranged by requesting and completing a Kallibr Training Credit Application prior to making a booking. Please note an application for credit is not a guarantee and approval is pending a credit score check. Terms offered on successful application are 30 days from date of invoice. Once this application has been approved by Kallibr Management and relevant credit checks have been made, the client shall be notified in writing. If a purchase order is required, this must be provided at the time of booking.

## 4. Refunds

Refunds are approved at the sole discretion of the General Manager (or delegate).

### a. Full Refund

- Should Kallibr Training cancel a qualification or unit for any reason, participants enrolled at the time of cancellation will be entitled to a full refund or can nominate to transfer their booking to a future date. In the case the client elects to transfer their booking, they must select a suitable date no later than three months from the original start date. The refund or transfer will incur no administrative charges or penalties. Participants who have partially completed a qualification that has been cancelled may be provided with a statement of attainment for units completed; or be provided with a statement outlining the competencies completed during the qualification and have the cost of these units/competencies deducted from the refund calculated pro-rata on days attended.

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- ii. Kallibr Training policy ensures courses are not cancelled due to low participant numbers however the following courses are exceptions to this because Workplace Health and Safety Queensland require minimum numbers of students to be available to undertake assessments as a team or crew:
  - Basic Scaffolding
  - Intermediate Scaffolding
  - Advanced Scaffolding
  - Basic Rigging
  - Intermediate Rigging
  - Advanced Rigging
- iii. Should Kallibr Training for any reason cease operation, participants will receive a full refund of any fees paid for units or courses not completed at that time.
- iv. A full refund is permitted if the enrolment is cancelled at least seven (7) business days prior to commencement.

### **b. No Refund**

No refund will be provided within two (2) business days prior to commencement.

No refund will be permitted after course commencement or if a participant fails to attend on the scheduled commencement date.

### **c. Partial Refund**

If a participant withdraws from a qualification/unit, with less than seven (7) business days notice prior to commencement, Kallibr Training reserves the right to retain the 30% administration booking fee.

Where a corporate client has a credit account and cancels a booking, with less than seven (7) business days notice prior to the commencement of the qualification/unit, then the client shall be invoiced the 30% administration booking fee.

### **d. Withdrawal due to illness or hardship**

In the case of a participant withdrawing from a qualification or unit due to illness or extreme hardship, Kallibr Training may, at its discretion, allow a partial or full refund of the fees if the participant produces satisfactory evidence of the circumstances of his/her withdrawal. Application can be made to management in writing no less than five (5) working days from withdrawal.

Neither party is responsible for any failure to perform its obligations under this contract if it is prevented from, or delayed in, performing those obligations by an event of force majeure.

### **e. How to request a refund**

A participant may request a refund by:

- Completing a Refund Form which can be found on the Kallibr website or requested from Kallibr Training directly.

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### Legislation & Reference Documents

- *Competition and Consumer Act 2010*
- *Standards for Registered Training Organisations (RTOs) 2015*

### Definitions

| Term                       | Definition  |
|----------------------------|---|
| Administration Booking Fee | The Administration Booking fee is equal to 30% of the total course cost                   |
| Business Days              | Monday to Friday 6.30am – 5.00pm  |
| Corporate Client           | A registered business,, with an ABN / ACN   |
| Participant                | A learner or student who participates in any course / qualification with Kallibr Training |
| Refund                     | A repayment of a sum of money   |

### Responsibilities

| Role               | Responsibility   |
|--------------------|--|
| General Manager    | Approval of the policy & procedure; approval of refunds  |
| Compliance Manager | Management of the document control and review process;<br>Communication of the policy & procedure to all staff |
| All Kallibr Staff  | Adherence to this policy   |

### Version Control

| Date       | Version | Amendment Description | Amended By |
|------------|---------|-----------------------|------------|
| 07/06/2021 | 0.1     | Draft                 | Tina Ison  |
| 14/06/2021 | 1.0     | Final Version         | Tina Ison  |

### Procedures

To ensure adherence to this policy, Kallibr Training manages and implements procedures which define the processes that are adopted throughout the organisation.

#### Processing of refunds

1. All refunds will be processed by electronic funds transfer.
2. All applications for a refund are required to be reviewed by an authorised Manager for approval and will only be considered if all other options (eg. deferral of course, transfer of fees to another course, etc.) have been considered.
3. Refunds arising from an error or change by Kallibr Training will be processed within 10 business days; all other refund requests will be reviewed and processed within 14 business days.

#### Summary Guide (for publication)

The following summary guide will be used:

1. For publication in the Participant Handbook
2. On the website

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| Face-to-face courses | <p>A full refund is permitted if the enrolment is cancelled at least seven (7) business days* prior to commencement.</p> <p>No refund will be provided after two (2) business days* prior to commencement.</p> <p>No refund will be permitted after course commencement or if the participant fails to attend on the scheduled commencement date.</p> <p>If a participant withdraws from a qualification/unit, with less than seven (7) business days* notice prior to commencement, Kallibr Training reserves the right to retain the 30% administration booking fee.</p> <p>Where a corporate client has a credit account and cancels a booking, with less than seven (7) business days* notice prior to the commencement of the qualification/unit, then the client shall be invoiced the 30% administration booking fee.</p> <p><i>* Business days means Monday to Friday 6.30am – 5.00pm</i></p> |
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