

# Course Refund Policy and Procedure

## **Purpose:**

This policy is to be used by Technical Advanced Training for mutual protection of monies and the stipulations set out for the policy's application and the clear understanding of potential students and Technical Advanced Training management in regard to refunds in compliance with AQTF Essential Standards for Registered Training Organisations.

## **Scope:**

This policy covers all courses offered by Technical Advanced Training where payment is made in advance and associated with the AQTF Essential Standards for Registered Training Organisations.

<b>Procedure Owner:</b>	CEO - TECHNICAL ADVANCED TRAINING
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## **Policy:**

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. If you withdraw from a course prior to commencement and obtain a full refund, all applications for refunds must be made in writing to Student Administration at least three (3) working days prior to the start of the course.

## **STUDENT WITHDRAWAL**

For **full fee-paying student** all refunds will incur a cancellation/ administration fee.

Refer to your selected Course and Refund Fee in your Student Information Handbook.

For **Skills First eligible students**, Non-Concession Card Holders, a cancellation fee will be deducted from your course/enrolment fee in the case of a cancellation request.

Refer to your selected Course and Refund Fee in your Student Information Handbook.

Concession Card Holders, course/enrolment fees are non-refundable.

Our Refunds policy is subject to the following conditions below:

- If you advise TAT in writing **no less than 3 working days** prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you have enrolled and paid any course fee via our online service, the above points will apply to any refund request. You will need to apply for a refund in writing and the refund will be sent in the form of a Company cheque. This cheque will be addressed to the name and address listed on the enrolment form.
- Where students have been asked to leave the classroom and not re-join for behavioural reasons the above refund policy will also apply.
- All units completed and paid for at the time of withdrawal will be recognised via a statement of attainment
- No payments nor refunds will be made to students from any government or third-party funding.

## **CANCELLATION AND REFUND POLICY**

Please refer to the "Course Refund" policy located in Student Handbook for a full explanation of our Refunds policy.

## **GOVERNMENT FUNDING STUDENT PARTIAL WITHDRAWAL**

If you (the Student) provide written notice to withdraw from a portion of the course only the units completed and claimed will be recognised via a statement of attainment. No refund payments will be made to students from any government or third party funding.

## **CLAIMING A REFUND**

The student must provide their notice of withdrawal or cancellation in a signed and dated written letter. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name and telephone number to enable TECHNICAL ADVANCED TRAINING to validate this claim. Date of Cancellation / Withdrawal is the date the written request is received by TECHNICAL ADVANCED TRAINING's Administration staff. A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted. All refunds will be paid as soon as possible and no later than 5 working days from an approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

## 1 ENROLMENT & PAYMENT OF FEES

- 1.1 Technical Advanced Training requires applicants to complete an official Application form.
- 1.2 Applicants are required to forward an initial enrolment fee. See section 2.1 below for initial enrolment fees.

The remaining amount for each course can be paid in part payments throughout the course duration. If a student fails to provide full course fee prior to course completion date, they will not be issued with a certificate, statement of attainment nor a statement of results (SOR - required by Victoria Police – LRD for licensing requirements).

- 1.3 All cancellation requests made no less than 3 working days prior to course commencement date will incur an administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days.
- 1.4 The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

## 2 ADMINISTRATIVE / ENROLMENT FEES & COURSE FEES

- 2.1 **Administrative / Enrolment Fees** – As of 2021 all students will be required to pay an enrolment or application fee depending on the services they wish to access. See enrolment form.

### COURSE FEES / GOVERNMENT FUNDING ELIGIBLE STUDENTS inc. Enrolment Fee

Please indicate (**only**) one Course for which you wish to enroll. All Course Fees include Student Workbook

\*Health Care Card (HCC)

\*\*Non Health Care Card (Non HCC)

**Government Funded** students are required to pay 100% of the enrolment fee.

Tick	Course Code								Course Title	Please Circle which class			
										Day Class		Evening Class	
										*HCC	**Non HCC	*HCC	**Non HCC
	C	P	P	2	0	2	1	8	Certificate II in Security Operations (Crowd Control / Unarmed Guard / Control Room) Optional: Checkpoint Screening Skill set additional 3 days	\$50.00	\$250.00	\$50.00	\$250.00
	C	P	P	3	1	3	1	8	Certificate III in Security Operations (Baton & Handcuffs / Screening) (If you hold a current Security Licence)	\$80.00	\$400.00	\$80.00	\$400.00
	C	P	P	3	1	3	1	8	Certificate III in Security Operations (Baton & Handcuffs / Cash in Transit / Armed Guard) (If you hold a current Security Licence)	\$80.00	\$400.00	\$80.00	\$400.00
	C	P	P	4	0	7	1	9	Certificate IV in Security Management	N/A	N/A	\$160.00	\$800.00
	T	A	E	4	0	1	1	6	Certificate IV in Training and Assessment	N/A	N/A	\$160.00	\$800.00

INCLUSIVE ENROLMENT/APPLICATION FEE.....

\$150 / \$250 / \$400 / \$800

Concession Enrolment Fee .....

\$30 / \$50 / \$80 / \$160

DAY

EVENING

## COURSE DETAILS / FEE FOR SERVICE including Enrolment Fee

Please indicate (**only**) one Course for which you wish to enroll. All Course Fees include Student Workbook

Tick ✓	Course Code								Course Title	Please circle preferred class		
										Day Class	Evening Class	RPL Only
	C	P	P	2	0	2	1	8	Certificate II in Security Operations (Crowd Control / Unarmed Guard / Control Room)	\$1200.00	\$1500.00	\$1000.00
	C	P	P	3	1	3	1	8	Certificate III in Security Operations (Baton & Handcuffs / Screening) (If you hold a current Security Licence)	\$2200.00	\$2200.00	\$2200.00
	C	P	P	2	0	2	1	8	Certificate II in Security Operations (Control Room Operator) (If your Certificate II in Security Operations Certificate is less than 12 months old)	\$450.00		
	C	P	P	3	1	3	1	8	Certificate III in Security Operations (Baton & Handcuffs / C.I.T / Armed Guard) (If you hold a current qualification in Certificate II in Security Operations)	\$2250.00	N/A	\$2100.00
	C	P	P	4	0	7	1	9	Certificate IV in Security Management	N/A	\$3000.00	\$1800.00
	T	A	E	4	0	1	1	6	Certificate IV in Training and Assessment		\$3000.00	\$2400.00

Stand alone unit/s of Competency or Short Courses (Non-Accredited) ONLY

Tick ✓	Unit of Competency								Unit Title	Day Class	Evening Class	RPL Only		
	H	L	T	A	I	D	0	0	9	Provide CPR	\$100.00		N/A	
	H	L	T	A	I	D	0	1	1	Provide First Aid	\$200.00		N/A	
	C	P	P	S	E	C	3	1	2	7	Conduct security screening using x-ray equipment	\$700.00	\$700.00	\$600.00
	C	P	P	S	E	C	3	1	2	8	Conduct security screening using walk-through metal detection equipment			
	C	P	P	S	E	C	3	1	2	9	Conduct security screening using explosive trace detection equipment			
	C	P	P	S	E	C	3	1	3	0	Conduct security screening using hand-held metal detectors			
	C	P	P	S	E	C	2	1	0	8	Screen people, personal effects and items to maintain security			
	C	P	P	S	E	C	3	1	1	0	Control persons using baton	\$350.00	\$450.00	\$250.00
	C	P	P	S	E	C	3	1	1	1	Control persons using handcuffs			
	C	P	P	S	E	C	3	1	2	0	Load and unload Cash in transit in an unsecured environment	\$300.00	\$350.00	\$200.00
	C	P	P	S	E	C	3	1	1	9	Implement Cash in transit security procedures			
	C	P	P	S	E	C	3	1	1	8	Inspect and Test Cash in transit security equipment and rectify faults			
	C	P	P	S	E	C	3	1	1	4	Control security risk situations using firearms	\$200.00		N/A
	C	P	P	S	E	C	3	1	1	5	Carry, operate and maintain revolvers for security purposes	\$400.00		N/A
	C	P	P	S	E	C	3	1	1	6	Carry, operate and maintain semi-automatic pistols for security purposes	\$400.00		N/A
<b>Annual Firearms Re-Qualification for Revolver or Semi-Automatic</b>														
	C	P	P	S	E	C	3	1	1	5	Carry, operate and maintain revolvers for security purposes	\$400.00		
	C	P	P	S	E	C	3	1	1	6	Carry, operate and maintain semi-automatic pistols for security purposes	\$400.00		
<b>Annual Firearms Re-Qualification for Revolver AND Semi-Automatic</b>														
	C	P	P	S	E	C	3	1	1	5	Carry, operate and maintain revolvers for security purposes	\$600.00		
	C	P	P	S	E	C	3	1	1	6	Carry, operate and maintain semi-automatic pistols for security purposes			
<b>Marine Safety Victoria Marine / PWC Training</b>														
	Victorian Recreational Boating (Marine / PWC)									\$130.00				
	Victorian Recreational Boating (Marine)									\$100.00				

**Course Fee for CPP20218** – For Full fee paying students, course will cost \$1200.00 including all workbooks. A minimum payment of \$250.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

For Skills First (Government Funded) eligible students, course/enrolment fees will either cost \$250 for Non-Concession Card Holders or \$50 for Concession/Pension Hard Holders. This fee includes all workbooks.

For Non-Concession Card Holders, a \$150 cancellation fee will be deducted from your course/enrolment fee in the case of a cancellation request.

For Concession Card Holders, course/enrolment fees are non-refundable in the case of a cancellation request.

**Course Fee for CPP31318 (SCR/BH) and (AG / CIT)** – For Full Fee paying students, the course will cost maximum \$2200.00 for the CPP31318 (BH/SCR) and \$2250 for CPP31318 (AG/CIT) including all workbooks. A minimum payment of \$250.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

For Skills First (Government Funded) eligible students, course/enrolment fees will either cost \$400 for Non-Concession Card Holders or \$80 for Concession/Pension Hard Holders. This fee includes all workbooks.

For Non-Concession Card Holders, a \$150 cancellation fee will be deducted from your course/enrolment fee in the case of a cancellation request.

For Concession Card Holders, course/enrolment fees are non-refundable in the case of a cancellation request.

**Course Fee for CPP40719** – For Full Fee paying students course will cost \$3000.00 including all workbooks. A minimum payment of \$250.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

For Skills First (Government Funded) eligible students, course/enrolment fees will either cost \$800 for Non-Concession Card Holders or \$160 for Concession/Pension Hard Holders. This fee includes all workbooks.

For Non-Concession Card Holders, a \$150 cancellation fee will be deducted from your course/enrolment fee in the case of a cancellation request.

For Concession Card Holders, course/enrolment fees are non-refundable in the case of a cancellation request.

**Course Fee for TAE40116** – For Full Fee paying students course will cost \$3000.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

For Skills First (Government Funded) eligible students, course/enrolment fees will either cost \$800 for Non-Concession Card Holders or \$160 for Concession/Pension Hard Holders. This fee includes all workbooks.

For Non-Concession Card Holders, a \$150 cancellation fee will be deducted from your course/enrolment fee in the case of a cancellation request.

For Concession Card Holders, course/enrolment fees are non-refundable in the case of a cancellation request.

**Course Fee for Checkpoint Screening Units** - The course will cost \$700.00 including all workbooks. A minimum payment of \$250.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

**Course Fee for HLTAID009/011** - The course will cost \$100 for HLTAID009 and \$200.00 HLTAID011 including all workbooks. A full payment of the course fee is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a minimum of \$50 or \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

**Course Fee for Victorian Recreational Boating (Marine and PWC)** - The course will cost \$130.00 including all workbooks. A full payment of \$130.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$80.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

**Course Fee for Victorian Recreational Boating (Marine)** - The course will cost \$100.00 including all workbooks. A full payment of \$100.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur an \$80.00 non-refundable admin / cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

**Recognition of Prior Learning Fees** – Students that are interested in undertaking an RPL will be required to pay RPL assessment fees at the time of making an application to upgrade their training to the current qualifications listed on TAT's scope. Once payment has been received, applicants will be interviewed and/or sit for an individual assessment. Fees are only refundable prior to RPL assessment being commenced. This does not include application fee. Please refer to our schedule of RPL assessment fees in the Student Enrolment Form or Course brochures located on our website, [www.advancetraining.com.au](http://www.advancetraining.com.au)

Applicants for RPL assessment who are unsuccessful will have RPL fees (excluding RPL application fee) deducted from corresponding course fees if they wish to enroll, or else no fees will be refunded.

### **3 FEES & CHARGES FOR ADDITIONAL SERVICES**

3.1 Students found to be NOT YET COMPETENT in the CPP31318 Certificate III in Security Operations (Armed Guard) course may return for a re-shoot after a minimum of 5 working days depending on range availability. This will incur an extra cost of \$600 (including ammunition and range hire).

#### **Procedure:**

1. In meeting all ethical marketing requirements under the AQTF Essential Standards for Registered Training Organisations, Technical Advanced Training will ensure all advertising brochures will clearly state the above listed refund policy.
2. In all induction information for students, the above policy will be clearly stated.
3. Disputes relating to refunds will be determined under policies covered in the Complaints and Appeals Policy.

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## SCHEDULE OF GOVERNMENT SUBSIDISED COURSE TUITION FEES – 2022

COURSE	Indicative Scheduled Hours	FUNDED CONCESSION CARD FEE	Indicative Funded Concession Fee per Scheduled Hr	FUNDED WITH ELIGIBILITY FEE	Indicative Funded Fee per Scheduled Hour	APPROX. VALUE OF GOVERNMENT CONTRIBUTION	FULL FEE	Indicative Full Fee per Scheduled Hour
<b>CPP20218 Certificate II in Security Operations (Unarmed Guard/Crowd Control/Control Room)</b> Currency = Current	18*8=144	\$50	\$0.35	\$250	\$1.74	\$2,146.50	\$ 1200	\$8.33
<b>CPP20218 Certificate II in Security Operations (Unarmed Guard/Crowd Control/Control Room /Checkpoint Screening)</b> Currency = Current	21*8=168	\$50	\$0.30	\$250	\$1.49	\$2,355.75	\$ 1900	\$11.31
<b>CPP31318 Certificate III in Security Operations (Baton &amp; Handcuffs / Screening)</b> Currency = Current	19*8.5 = 161.5	\$80	\$0.50	\$400	\$2.48	\$2,500	\$2200	\$13.62
<b>CPP31318 Certificate III in Security Operations (Baton &amp; Handcuffs, Armed, Cash in Transit)</b> Currency = Current	19*8.5 = 161.5	\$80	\$0.50	\$400	\$2.48	\$3,638.25	\$2250	\$13.93
<b>CPP40719 Certificate IV in Security Management</b> Currency = Current	24*4=96	\$160	\$0.31	\$800	\$1.56	\$3,253.50	\$3000	\$31.25
<b>TAE40116 Certificate IV in Training and Assessment</b> Currency = Current	21*4=84	\$160	\$1.90	\$800	\$9.52	\$2,227.50	\$ 3000	\$35.71
<b>CHC30113 Certificate III in Early Childhood Education and Care</b> Currency = Superseded	188.5	\$30	\$0.16	\$150	\$0.80	\$6,003.00	\$ 2500	\$13.26
<b>CHC50113 Diploma in Early Childhood Education and Care</b> Currency = Superseded	331.5	\$150	\$0.45	\$150	\$0.45	\$11,612.5	\$ 7000	\$21.12
<b>Victorian Recreational Boating</b> Marine / Personal Watercraft Licence Training	4	N/A	N/A	N/A	N/A	N/A	\$130	\$32.5
ADDITIONAL FEES								
Administration Fee			Refer to your selected Course and Refund Fee in your Student Information Handbook					
Admin/Cancellation Fee			Refer to your selected Course and Refund Fee in your Student Information Handbook					
Certificate Issue following Credit Transfers – Administration Fee			\$450					
Certificate Reprinting			\$30 per sheet					

The above qualifications are delivered face to face at Suite 15, 11 – 17 Pearcedale Pde BROADMEADOWS VIC 3047

AND / OR specify location.....

