

## Refund Policy

### 1. Purpose

3D Safety Services Pty Ltd (3DSS) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, 3DSS is required to have and provide details of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

### 2. Policy Statement

3DSS is committed to ensuring fair and reasonable refund practices.

3DSS will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

### 3. Policy Principles Refund Procedure

The following principles underpin this policy:

- a) Details of 3DSS Refund Policy are to be publicly available
- b) Payment of all refunds are made within two weeks (14 days) of application for refund
- c) With regard to all withdrawals, prior to processing refund applications, 3DSS will firstly encourage the client to continue with their enrolment by providing the client with additional learning support or defer the course to a later date
- d) Written notification of withdrawal from a course must be provided by a client to apply for a refund of a course. This may be via letter or email
- e) There is no refund applicable where a client has commenced their course/unit of study
- f) There is no refund to participants who do not obtain their qualification after assessment
- g) 3DSS does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client
- h) 3DSS provides a full refund to all clients, should there be a need for 3DSS to cancel a course. In the first instance 3DSS will (where possible) provide an opportunity for the client to attend another scheduled course
- i) If 3DSS cancels a course, clients do not have to apply for a refund, 3DSS will process the refunds automatically
- j) Refunds are granted based on the information in the table below.

Reason for Refund	Notification requirements	Refund
Client withdraws	Cancellation more than 7 days before course	Full refund or reschedule of course, no additional fees charged
Client withdraws	Cancellation less than 7 days but more than 48 hours before course	No refund, may be rescheduled at no additional charge
Client withdraws	Cancellation less than 48 hours before course	No refund and no transfer available
Course cancelled by 3DSS		Full refund or reschedule of course, no additional fees charged

#### 4. 3DSS Responsibilities

The Managing Director is responsible for ensuring compliance with this policy.

The Business Administration Manager will process refund requests within two weeks from the day of receipt and approval of the refund request.

#### 5. Access & Equity

The 3DSS Access & Equity Policy applies.

#### 6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy.

#### 7. Monitoring and Improvement

All Refund practices are monitored by the Managing Director and areas for improvement identified and acted upon.