

Fee, Refund and Cancellation 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 2025. As such, 3DSS is required to have and provide relevant fee and refund information.

The purpose of this policy is to outline the process in which course fees are paid and outline the student's rights to attain a refund, where applicable.

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

Fee Payment

3D Safety Services charges a fee for services for courses delivered. All fees are in Australian Dollars.

3D Safety Services is committed to full transparency by providing prospective students with comprehensive course information, including total fees, prior to course registration. To facilitate an informed decision, this information is publicly accessible on the 3D Safety Services website www.3dss.com.au.

Students are required to pay the relevant course fees on registration into a course. The fee is payable upfront prior to the commencement of the course.

If an employer chooses to pay this fee on behalf of an employee, the course fee is payable upfront prior to the commencement of the course. Alternatively, should the employer hold an account with 3D Safety Services, they must provide a purchase order number and will be invoiced at conclusion of the training and payment must be made within the payment terms of the invoice.

Refunds and Cancellation

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	100% of course fee will be refunded 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		100% of the course fee will be refunded or reschedule of course, no additional fees charged.

4. 3DSS RESPONSIBILITIES

The Operations Manager 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 is maintained in accordance with the Records Management Policy.

7. MONITORING AND CONTINUOUS IMPROVEMENT

All Refund practices are monitored by the Operations Manager and areas for improvement identified and acted upon.