

## Refund Policy

### 1. PURPOSE

To state the method in which the organisation ensures refund policy remains

### 2. SCOPE

This document is relevant to people whom access courses within

### 3. REFERENCES

### 4. DEFINITIONS

**Course Fee** – the full fee charged for a course, including tuition fees and materials fees.

### 5. POLICY

TALON Education and Training is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

### 6. PROCEDURE

#### *Enrolment Cancellations and Refunds*

#### *Refund Policy*

Pre-enrolment information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment. A non-refundable deposit of 20% of the total enrolment fee is payable on enrolment to any program or partial program. The balance of the program fees are to be paid as arranged with individual student.

#### *Enrolment Cancellations and Refunds*

TALON Education and Training will acknowledge an application for a cooling off period of ten (10) working days applicable from the date of the enrolment form and cease at C.O.B. on the tenth day.

Should a student wish to withdraw between the time of the cooling off period and course commencement the following conditions shall apply.

An application for refund of course fees under any other circumstance must be made in writing using TALON Education and Training's Refund Request form (Doc.13C). A refund of percent (80%) will be made if the written request is received more than five (5) working days prior to course commencement.

A 20% refund is available for requests received less than five (5) working days prior to course commencement. As a general rule no refund is available after the course commencement date. However, TALON Education and Training will consider each application on a case by case basis.

Refunds will be considered on a pro-rata basis for participants who fall ill, are injured to the extent that they can no longer undertake the course or experience other extenuating circumstances, providing a supporting medical certificate or other relevant supporting documentation is supplied to us.

Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course within six months of initial payment. In all other cases,

refunds are at the discretion of management and may be negotiated on an individual case-by-case basis

#### General

Where our training programs have a limited number of places available, these will be filled in order of completed bookings.

TALON Education and Training will acknowledge an application for a cooling off period up to ten (10) working days applicable from the date of the enrolment form and will cease at C.O.B on the tenth day.

If, for any reason, TALON Education and Training, or any party delivering training and assessment on our behalf, closes or ceases to deliver any part of the qualification in which a client is enrolled, TALON Education and Training will assist the learner in locating another provider or refund the portion of fees for which training and assessment has not been provided.

### **7. DOCUMENTS**

Enrolment Form (Document 13A)

Course Withdrawal form (Document 13B)

Refund Request form (Document 13C)

Student Handbook (Document 20))