

Refund Policy

1. Purpose

Seaton Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Seaton Training is required to have and provide detail 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

Seaton Training is committed to ensuring fair and reasonable refund practices.

Seaton Training 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

The following principles underpin this policy.

- a) Details of Seaton Training Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Seaton Training will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) Seaton Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) Seaton Training provides a full refund to all clients, should there be a need for Seaton Training to cancel a course. In the first instance Seaton Training will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If Seaton Training cancels a course, clients do not have to apply for a refund, Seaton Training will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See over page).

3.1 Accredited Courses

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale. This covers High Risk Work accredited courses for Forklift, Elevated Work Platform, Order Picking Forklift.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client) less a \$25 admin fee per enrolled student.
Client withdraws	In writing, seven (7) to four (4) calendar days prior to the course commencement.	50% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 3 (72 hours) calendar days prior to course commencement.	Nil Refund
Client withdrawn from the course by Seaton Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Seaton Training		100% of the course fee (paid by the client)

Course fees are non transferable

3.2 Marine Licence Training

Online Marine Licence Course Fees

Once your enrolment is accepted and access to the online resources have been provided there is NO REFUND available for our Online Marine Licence / PWC Training Course.

Classroom Based Marine Licence Courses

Refunds for enrolments in individual classroom based Marine Licence Training courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	2 days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, less than 2 business days prior to the course commencement.	Seaton will offer to transfer you to the next course (if available) or 50% refund of course fees paid
Client withdraws	If a student does not attend the scheduled course and has not contacted our office to cancel	Nil Refund
Client withdrawn from the course by Seaton Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Seaton Training		100% of the course fee (paid by the client)

Course fees are non transferable

4. Seaton Training Responsibilities

The Training Manager Seaton Training is responsible for ensuring compliance with this policy. Training Manager of Seaton Training will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The Seaton Training Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

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

7. Monitoring and Improvement

All Refund practices are monitored by the Training Manager Seaton Training and areas for improvement identified and acted upon. (See Continuous Improvement Policy)