

# Refund Policy

## PURPOSE

This policy describes the processes whereby Surf Life Saving SA (SLSSA) controls and manages the refund of student course fees.

## SCOPE

SLSSA has a responsibility as a Registered Training Organisation (RTO) to provide students with a fair and equitable refund policy in accordance with the Standards for Registered Training Organisations (RTO) 2015. This policy applies to all staff employed by or contracted to SLSSA and responsible for the management of student fees and students.

## RESPONSIBLE PARTIES

The CEO has delegated the Community Programs Manager as responsible for the management, control and issue of this policy.

## PROCEDURE

This policy is applicable to paying participants only and does not apply to participants who have received complimentary training or club funded training.

### *Student Initiated*

Students have the option to withdraw from enrolment in SLSSA programs at any time but are reminded that SLSSA have a cancellation fee, see below. Having decided to withdraw from SLSSA courses, students are to notify SLSSA immediately.

Students should consider a deferral/transfer of course/program as the first option.

### Cancellation Fee

- Where cancellation is made less than three (3) working days prior to the commencement of a course, 50% of the course fee will be charged. No cancellation fee is charged for cancellations made prior to three (3) working days to the commencement of a course
- Participants who do not commence the course and do not notify SLSSA will be charged the full (100%) course fee
- Participants who commence the course, but leave the course early and/or do not complete the course will be charged the full (100%) course fee

SLSSA will endeavour to process refunds promptly but this process on occasions could take up to 30 days.

### Transfer Fee

Students can transfer to an alternate equivalent SLSSA course at no charge, if advice of transfer is notified prior to the original course date

### Exceptions

A medical certificate is required for cancellation based on illness or injury. In all other cases, refunds are at the discretion of SLSSA and may be negotiated on an individual case-by-case basis.

### ***SLSSA Initiated***

A full refund of course enrolment fees will be made to the student if a course is cancelled by SLSSA for any reason. This does not include club membership fees.

SLSSA will endeavour to process refunds promptly but this process on occasions could take up to 30 days.

### **DETERMINATION**

Authority for requests for refunds received at SLSSA will be determined by the Community Programs Manager.

If a refund is appropriate the Community Programs Manager will approve and forward to the Finance & Administration Manager for processing.

The relevant Manager or delegated Staff/Officer will contact the student and advise of the outcome.