



Education Policy Refund

Date Implemented	1 December 2021
Review Date	1 December 2022
Last Amended	30 November 2021

PURPOSE

This policy describes the processes whereby Surf Life Saving Northern Territory (SLSNT) controls and manages the refund of participant course fees.

SCOPE

SLSNT has a responsibility operating under Surf Life Saving South Australia (SLSSA) as Registered Training Organisation (RTO) to provide participants with a fair and equitable refund policy in accordance with the Standards for Registered Training Organisations 2015.

This policy applies to all paying participants enrolled in SLSNT courses as well as staff employed by, or contracted to SLSNT, and responsible for the management of course fees and refunds.

RESPONSIBLE PARTIES

SLSSA as the Registered Training Organisation.

SLSNT as the course facilitator and manager. The SLSNT CEO has delegated authority to the Education Manager to be 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 surf club funded training.

The maximum refund provided will not exceed the amount paid to SLSNT by the participant. Where a business has paid the course fees, refunds will be made to the business not the individual participant.

Participant Initiated

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

Participants 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 SLSNT 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.
- Participants who fail to achieve a competent outcome when participating in a course are not entitled to a refund of the course fee.

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

Transfer Fee

Participants can transfer to an alternate equivalent SLSNT 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 SLSNT and may be negotiated on an individual case-by-case basis.

If a participant cannot attend a course due to COVID related restrictions or has developed COVID symptoms, SLSNT will provide the option for the participant to transfer to another scheduled course or receive a refund.

SLSNT Initiated

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

SLSNT 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 SLSNT will be determined by the Education Manager. If a refund is appropriate the Education Manager will approve and forward to the Office Coordinator for processing.
- The Education Manager will contact the participant and advise of the outcomes.

