

8.2 Refund Policy & Procedure

At T&G we acknowledge our obligation to provide a refund to students where we fail to deliver training and assessment services or where we deliver suboptimal training and assessment services or provide unsatisfactory training and assessment outcomes and have not arranged alternative tuition arrangements.

At all times, T&G guarantees that it will provide a refund where:

1. a course in which a student is enrolled is not delivered or where alternative tuition arrangements, that are acceptable to the student and do not disadvantage the quality of their training and assessment provision or maximise their training and assessment outcomes, with another suitable registered training organisation cannot be arranged, or
2. part, or a component of course, in which a student is enrolled is not delivered or where alternative tuition arrangements, that are acceptable to the student and do not disadvantage the quality of their training and assessment provision or maximise their training and assessment outcomes are arranged for that part, or that component of a course not delivered by T&G, with another suitable registered training organisation cannot be arranged, or
3. where, subject to the Complaints and Appeals Policy and Procedure, T&G has delivered suboptimal training and assessment services or provided unsatisfactory training and assessment outcomes to the student and no acceptable remedy can be affected for the student.

Students seeking a refund from a course can apply in writing up to ten (10) working days after the commencement of that course.

No refunds are provided once a unit of competency has been delivered. If T&G cancels the course a refund of all fees is paid to the student unless satisfactory alternative arrangements can be made.

- Cancellations received up to 10 weeks prior to commencement will receive a full refund minus a \$90 enrolment fee which is retained by T&G.
- Cancellations received up to 4 weeks prior to commencement will receive a 75% refund of fees paid, minus a \$90 enrolment fee, which is retained by T&G.
- Cancellations received that are less than 4 weeks prior to commencement will receive a 50% refund of fees paid, minus a \$90 enrolment fee, which is retained by T&G.
- There is no refund if the student withdraws after the agreed start date.
- There is no refund if the student's visa is cancelled due to actions of the student.
- If a visa extension is refused, the student is eligible for a refund of unused tuition fees.
- Cancellations will only be accepted if they are received in writing (email, post or hand delivered).

Refunds may be given in TGSSH Refund Policy and Procedure v3.0 2018

- other circumstances at the discretion of T&G.

A refund letter with course fees to be refunded will be sent to the student. The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund calculation letter. Students are entitled to access the Complaints & Appeals Policy & Procedure should they be dissatisfied about the RTO's decisions relating to fees, refunds or other matters.