



Refunds Policy



Obligation	Responsibility
<p>Purpose</p> <p>Refunds of course fees will be provided where SCS is required to cancel a course before it commences.</p> <p>Where a learner wishes to cancel enrolment the level of refund will be based on the timing of the cancellation.</p> <p>The learner/client must advise of cancellation in writing or by email. Email is to be sent to training@supercompliance.com.au</p> <p>Cancellation fees of 25% are payable if students cancel within 7 days of the course commencement date.</p> <p>At SCS's discretion, cancellation fees may be waived if students rebook on a later identical course.</p> <p>Student substitution can occur without additional fees being charged provided advice is given in writing prior to the course commencing.</p> <p>In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login and these have been used to access the online material.</p> <p>Reference to RTO Standard</p> <ol style="list-style-type: none"> 1. This relates to Standard 5, clause 5.3 	
<p>Refund process</p> <ol style="list-style-type: none"> 1. Learner/client emails training@supercompliance.com.au, notifying SCS of the cancellation 2. Written notification of cancellation received by SCS 3. Refunds will be paid to the person or organisation that made the original payment. SCS may contact an employing organisation to confirm refund rather than reallocation of an enrolled space. 4. Record of refund process and correspondence will be maintained in learner's electronic file. 	<p>RTO administration</p> <p>Accounts</p>
<p>Publication of refund policy</p> <p>This policy must be published:</p> <ul style="list-style-type: none"> • in the Student Handbook • on website, if it is advertising RTO programs 	<p>RTO administration</p> <p>Website manager</p>