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## **Fees and Refunds Policy**

### **Purpose**

Industry Compliant Training is committed to providing a fair and transparent policy and procedure when dealing with clients and prospective candidates in regard to fees charged, protection of fees and refunds where warranted.

### **Scope**

This policy applies to all candidates enrolled with Industry Compliant Training.

The CEO is the person responsible for approval of fee refund applications.

Industry Compliant Training's dispute resolution processes do not circumscribe the candidate's right to pursue other legal remedies.

This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

The refund policy is subject to review from time to time.

### **Protecting fees being paid in advance**

Due to the highly customised nature of the programs delivered by Industry Compliant Training to its customers, we charge our clients directly and do not charge individual candidates. ICT will not accept payments of \$1500 or more from candidates prior to the commencement of the course.

Fees which may be charged to individual candidates are administration fees for services such as replacement of any lost certificates, access to records, and credit transfer.

### **Payment of GST**

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

### **Refund of Fees**

#### ***Conditions of eligible refunds***

Fee refund applications are considered on a case-by-case basis

- To receive a full refund written notice to withdraw must be received by ICT prior to certificate issuance.
- No refund will be made for withdrawal from a program once a certificate has been issued.

All refunds are returned to source of payment with accompanying letter explaining how the refund was calculated. Refund Applications may take up to 5 working days to process. Refund payments will be

finalised no later than 14 days after the date of receipt of the Refund Application Form. The Refund Application Form can be found on our Website or requested from Administration.

### **Our Guarantee to Clients**

If for any reason ICT is unable to fulfil its service agreement with a candidate, ICT will issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the candidate and which can be issued in a Statement of Attainment at the time the service is terminated.

Fee refunds will be made 14 days after demand when Industry Compliant Training defaults and within 28 days after demand when the candidate defaults.

### **Recovery of outstanding fees process**

For overdue fees Industry Compliant Training will undertake the following cost recovery steps:

1. Contact the client via phone, email or mail with a curtesy reminder of outstanding fees
2. If there is no contact from the client then Industry Compliant Training will contact the client with an overdue payment reminder of the money owing and request payment
3. If the client still has not paid, ICT will contact the client with a final notice
4. If there is still no payment or response ICT will make direct contact with the client to ask for payment
5. In the event that all attempts to contact the client has failed ICT will send the client a formal letter of demand
6. If fees are still outstanding then ICT may consider using a debt collecting agency to collect the outstanding money, ICT will utilise fair debt collection practices developed by Consumer Affairs. The client may also be required to pay additional fees associated with the debt collection process.

### **Repeat attempts to complete units of competency**

Candidates will be permitted a maximum of 2 repeat attempts to compete a unit of competency to achieve competency. If however on the 3rd attempt the candidate is still found Not Yet Competent in that unit of competency then that outcome will stand as the final outcome for that unit of competency. No refunds will be made to the candidate if found Not Yet Competent.