

## **PP021 – REFUND POLICY AND PROCEDURE**

All fees are charged In Arrears and an invoice will only be issued after enrolment and commencement of training. However, on occasions, fees may be paid in advance at the request of a client and refunds will be processed in accordance with the following:

- All requests for refunds must be received within 28 days of cancellation/withdrawal and should be lodged in writing on FM024 – Request for Refund to the RTO Manager detailing all relevant information and attaching copies of relevant documentation.
- Once the 28 day period lapses, it will be assumed that a refund is not required.
- Participants who withdraw from a class based course and supply PTP with written notification of more than 28 days before the course commencement date, 100% of the total course fees paid will be refunded.
- Participants who withdraw from a class based course less than 28 days before the course commencement date, 80% of the total course fees paid will be refunded.
- Where participants withdraw from a class based course at any time after the commencement date of the course, 75% of the course fees paid will be refunded, less any fees already allocated to units commenced.

If a course is cancelled by PTP at any time during the period of a trainee's enrolment, PTP will refund full remaining tuition fees and the pro-rata portion of any fees for materials that have not been used prior to the date of cancellation.

Students undertaking workplace based training will be refunded the full amount of any monies paid in advance, less any units of competency already commenced. This information will be provided to the student on request.

PTP undertakes to make payment of all approved refunds within 28 days of receipt of a written application for refund.

### **Documents Referenced**

FM024 – Request for Refund