

Cancellation & refund Policy & Procedure

1. Policy

This policy and procedure is used to describe the establishment and maintenance of a system for the cancellation and refund of training with RTT ACADEMY.

2. Procedure

Industry Participants

If you are an industry employee enrolled in a government funded traineeship program and you wish to terminate your employment with your employer, you may withdraw from your course at any time. Alternately, you may request a place as a non-funded public participant at RTT ACADEMY and complete your training at your own cost.

Fee for Service Public Participants

If you are a non-funded public participant and wish to withdraw after the commencement of your course, a \$300 administration fee applies. A Statement of Attainment will be issued for any Units of Competency you have successfully completed.

Cancellation and Refund

All traineeship cancellations must be received in writing by RTT ACADEMY Head Office. Please complete and email or post the Withdrawal Form available from our website or send a detailed email request to enquiries@rttacademy.com.au

Employer funded training is subject to the refund arrangements as specified in the agreement between RTT ACADEMY and the employer organisation.

Please note: Cancellation and postponement of course in this instance has the same meaning.

Where courses are postponed or cancelled due to insufficient numbers, participants will be notified of the alternative arrangements.

2.1 Refund Conditions - Funded Courses

Participants must officially withdraw via submission of the relevant Withdrawal form.

If officially withdraw within four (4) weeks after the official commencement of the course, a full tuition fee refund will apply.

No refund applies for withdrawals after four (4) weeks after official course commencement.

Fees will be refunded 100% in full where a course does not commence due to cancellation or rescheduling by RTT ACADEMY and participants are unable to attend the rescheduled course.

In the unforeseen circumstance that RTT ACADEMY closes down, any active students remaining on system would be given the option to be transferred to another RTO (Illuminate) or be issued with a refund up to the amount of training delivery which had not yet been occurred in cases where training had been paid in full.

Fee for Service Courses

1. Cancellations received more than seven (7) working days in advance of the start of the course will be able to transfer to a future course without penalty. Cancellations will otherwise attract a 10% administration fee, and the balance of the course fee refunded.
2. Cancellations received less than seven (7) working days before the start of the course will forfeit 100% of the course fee. There will however be the option to transfer to a future course without penalty.
3. Where no cancellation is received or where nominated participants do not attend, full service fees will be due and payable.
4. In the event that a cancellation is unavoidable, an alternative person(s) may be nominated to attend without penalty.
5. A full refund is payable where RTT ACADEMY cancels or reschedules training.
6. Enrolment is accepted on the basis that RTT ACADEMY will not be held liable for costs incurred due to course cancellation or rescheduling. RTT ACADEMY will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where RTT ACADEMY cancels any training course.
7. Cancellation policies for specific courses may apply to override this general policy, where special arrangements for the conduct of some courses involve significant advance commitments by RTT ACADEMY.
8. Course dates and fees are subject to change without prior notice.

9. Clients who have a grievance with the application, or this policy may take action in accordance with the RTT ACADEMY Complaints and Appeal process.

NB. Fees will be refunded 100% in full where a course does not commence due to cancellation or rescheduling by RTT ACADEMY and participants are unable to attend the rescheduled course.