

## Refund Policy

### Refund Policy

Refunds only apply to fees paid in advance. The RTO does not collect more than \$1000 in student fees prior to commencing and does not hold more than \$1500 in advance once the student commences.

#### Before the commencement date

If a Student cancels their enrolment before the commencement date of a course a 100% refund of all monies paid in advance is payable.

#### Following commencement

Students who cancel after commencement of the course may choose to defer. No additional payment is required for a deferred enrolment to recommence.

A prorata refund will be paid for fees paid in advance. This will apply from the date that the student advises the RTO that they will not be continuing. A Statement of Attainment will be issued for any units completed prior to withdrawing or deferment.

A written request must be provided using EDB Training's Refund Application Form which will be given to the student in person, via email or post on request of a refund or notification of cancellation.

#### Disruptive students and/or students who fail to withdraw

Students who are disruptive or misbehave and the RTO is required to cancel their enrolment will not be eligible for a refund of fees paid in advance.

No refund will be issued to any Student who abandons the training without notifying the RTO of their intention to withdraw or defer.

#### How to apply for a refund

Applications for a refund must be made using the Refund Application Form. The Refund Application Form will be provided in person, by post or via email as soon as the Student advises the RTO of their intention to cancel. The completed form must be submitted to:

The Managing Director C/O EDB Training Services

a) PO Box 3354 Birkdale, 4159

b) [brad@edbtraining.com.au](mailto:brad@edbtraining.com.au)

Students will be notified of the outcome of their refund application in writing by means of the Refund Application Outcome Letter within 10 working days of the receipt of the Refund Application Form. Refunds will only be made to the person who paid the fees.

Refunds will be processed within 28 days of the written request being approved.

This Policy does not remove the right for a Student to take further action under Australia's Consumer Protection Laws.