

This document outlines the responsibility of Cape Training and Assessing's (Cape) Management and Staff as well as enrolled students in order to gain a refund.

POLICY

Should CAPE cancel any course/training program, students are entitled to a full refund or transfer of funds to future or other training programs.

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted.

Cancellation notice provided	Charge	Refund
2 or more working days	No cancellation fee	100% of the course fee
Less than 48 hours	20%	Remainder of the course fee
Failure to attend	100% of course fee	No refund

1. Refunds may be negotiated on the basis of person hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between students and CAPE.
 - Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
 - A non-refundable administration fee of \$50 will be deducted from any eligible refund
 - Any refund will be at the discretion of CAPE Management.
2. Application for refunds can be submitted to CAPE's Office on a refund application form.
3. Refunds will not apply in the following circumstances:
 - If the student cancels or withdraws enrolment after the start of the course in which he/she is enrolled
 - If the student takes unauthorised leave during the course

- If the student is disqualified due to unsatisfactory attendance, performance or behaviour
- If the student is in breach of any CAPE's policies.

4. Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Tuition fees for programs based on nominal hours will be refunded for the units not started

PROCEDURE

1. Complete Refund Request Form
2. Submit application to CAPE's Office
3. The Director or delegated person will notify student if a refund has been approved or declined.
4. If approved, refund will be deposited into the nominated bank account within 30 days.
5. Adhere to the Standards for Registered Training Organisations (RTOs) 2015