



REFUND POLICY

FEE FOR SERVICE

PURPOSE

Icon Training Academy is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Icon Training Academy is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide the appropriate handling of student refunds.

POLICY STATEMENT

Icon Training Academy is committed to ensuring fair and reasonable refund practices.

Icon Training Academy will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/students, where training and assessment activities have not been delivered in line with training refund schedule on the next page.

POLICY PRINCIPLES

The following principles underpin this policy.

- Details of Icon Training Academy Refund Policy are to be publicly available.
- Payment of all refunds is made within 28 days of application for refund.
- With regard to all withdrawals, Icon Training Academy will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- There is no refund applicable where a student has commenced their course/unit.
- There is no refund to participants who do not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- Icon Training Academy does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- Icon Training Academy provides a full refund to all students, should there be a need for Icon Training Academy to cancel a course. In the first instance Icon Training Academy will (where possible) provide an opportunity for the student to attend another scheduled course.
- Refunds for cancellation of enrolments are granted on a sliding scale (see pages 2 and 3).
- A written request for all refunds must be completed by the student using the Cancellation & Refund Request Form.

REFUND POLICY CONTINUED.

HOSPO HEROES PROGRAM

Refunds for enrolments in the Hospo Heroes Program based courses will be calculated in accordance with the following sliding scale.

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Client withdraws.	In writing, seven (7) calendar days or more prior to the course commencement.	100% of the course fee (paid by the client).
Client withdraws.	In writing, less than 24 hours prior to course commencement.	Nil refund.
Client withdraws.	In writing, within seven (7) calendar days after the course commencement.	75% of the full course fee.
Client withdraws.	In writing, within thirty (30) calendar days after the course commencement.	50% of the full course fee.
Client withdraws.	In writing, within forty-five (45) calendar days after the course commencement.	25% of the full course fee.
Client withdraws.	After forty-five days after course commencement.	Nil refund.
Client withdrawn from the course by Icon Training Academy.	After course commencement, due to inappropriate behaviour.	Nil refund.
Course cancelled by Icon Training Academy.		100% of the course fee (paid by the client).

SHORT COURSES & SKILL SETS

Refunds for enrolments in individual classroom-based courses will be calculated in accordance with the following sliding scale.

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Client withdraws.	In writing, eight (8) calendar days or more prior to the course commencement.	100% of the course fee (paid by the client).
Client withdraws.	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee.
Client withdraws.	In writing, less than 24 hours prior to course commencement.	Nil refund.
Client withdrawn from the course by Icon Training Academy.	After course commencement, due to inappropriate behaviour.	Nil refund.
Course cancelled by Icon Training Academy.		100% of the course fee (paid by the client).

QUALIFICATIONS/ACCREDITED COURSES

Refunds for enrolments on nationally recognised qualifications (workplace-based/traineeships) and accredited courses are subject to the following refund formula.

FEE TYPE	DESCRIPTION TYPE	FEE \$\$
Cancellation administration fee.	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation.	\$250 per qualification.
After commencing training refunds are determined on a sliding scale based on commencement of training of units.	25% of units commenced. 50% of units commenced. 75% of units commenced.	50% refund less admin fee. 25% refund less admin fee. 0% refund.



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