

Fees and Refund Policy and Procedure

Purpose

The following information will be provided to students about the RTO's Fees and Refund Policy. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from Gateway Training Academy.

Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

Nil funds are requested from the student when the student is completing a traineeship. The employer is liable for the financial commitment to the RTO.

Procedure

The RTO:

- once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- if a course is cancelled, whilst in progress, due to circumstances beyond its control, Gateway Training Academy will provide the employer with a refund of fees (for those units of competency not yet used) or offer to transfer the student to another course.
- Gateway Training academy will refund a pro rata proportion of any money paid by the employer and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students/employers who have any queries regarding eligibility for refunds should contact the Training Manager in the first instance.

Withdrawal and Refunds

Should you withdraw from a course after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid, including any enrolment fees and any course fees.

Should you withdraw from the course once commenced, or if you fail to commence the course you will forfeit all monies paid and be liable for the full course cost.

If you withdraw from a course due to illness, (verified by a medical certificate and within 7 days of course commencement) we will refund any course fees paid less any application fee and 20% of your course cost.

Should you withdraw for any other reason other than illness within 5 days of course commencement, you will be liable to 50% of the course cost.

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Fees in Advance

In the case where Trainees who are not eligible for the Free Fee Subsidy-Enrolment Fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the employer but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place as nil funds are requested from the Trainee when completing a traineeship. The employer is liable for the financial commitment to the RTO with payment terms of 90 days.

Procedure - Refunds

To apply for a refund, a written claim must be submitted by email or received by post on the Refund Request Form to the Training Manager of the RTO. An application for a refund will be processed within 4 weeks after an approved claim has been received. Refunds are assessed on a case-by-case basis.

Approved Refunds will only be refunded to the person/organisation who entered the contract with the RTO and will not be provided to a third party. All approved refunds are paid electronically, no refunds will be in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please refer to the Complaints and Appeals Policy and Procedure.

Contact Gateway Training Academy:

Phone: 1300 881 932

Email: info@gatewayacademy.edu.au