

REFUND POLICY

Purpose

The purpose of this policy document is for RED MAKO LEARNING PTY LTD to define the availability of a process to apply for a refund and refund processes for students in accordance with Standards for RTO's 2015 and meet any additional requirements from government funding agreements and relevant legislation.

RED MAKO LEARNING PTY LTD is committed to fair and transparent processing of refunds where applicable to ensure that all students are treated fairly and with integrity.

RED MAKO LEARNING PTY LTD encourages all students to read and understand course information, policies, student handbooks and payment options including terms and conditions before enrolling.

All students must declare that they have read and understood the Terms and Conditions and Student Handbook before submitting (even online) an enrolment form.

At any stage of this procedure students are able to access the [complaints and appeals policy](#).

Processing Requests for Refund of Fees and Charges

- 1) Application for a refund of fees and charges in accordance with this Policy must be made in writing on the Refund Request Form available from [Redmako Learning's policies, fees, and forms webpage](#) or requested from studentsupport@redmako.com.au
- 2) You are invited to state clear reasons for requesting a refund.
- 3) ALL REFUND REQUEST FORMS ARE TO BE SUBMITTED;

BY EMAIL:

Email the completed form to:
studentsupport@redmako.com.au

BY MAIL:

Customer Service
Redmako Learning
12/23 Breene Place, Morningside,
QLD 4170

- 4) All refund requests will be reviewed by the RED MAKO LEARNING PTY LTD Accounts Department, individually assessed and a decision will be made based on the merits of the claim. Application for Refund under Special Consideration Arrangements will be reviewed by the CEO of RED MAKO LEARNING PTY LTD or by a delegated officer
- 5) RED MAKO LEARNING PTY LTD will review all applications within 5 business days from the date on which the refund form is received by Redmako Learning.
- 6) RED MAKO LEARNING PTY LTD will communicate its final decision to the applicant within 10 business days from the date on which the refund form is received by Redmako Learning whether via email or mail.
- 7) All approved refunds are subject to a non-refundable administration fee of \$250 (Please note this fee does not apply to subsidised training).
- 8) If the Refund is approved, RED MAKO LEARNING PTY LTD will pay the approved refund amount within 4 weeks of receiving the written request.
- 9) Approved Refunds will be paid only on the percentage of training not yet commenced

- 10) RED MAKO LEARNING PTY LTD retains all refund data. All refunds will be recorded within RED MAKO LEARNING PTY LTD's Accounting Records and Refund Request Forms will be retained on student files.

Please Note:

- 1) Payments of any outstanding debts to RED MAKO LEARNING PTY LTD must be made before a refund will be processed.
- 2) Refund applications will not be processed
 - where the application is not made using the appropriate form
 - where the signature on the Application for Refund does not match the Student's signature or signature of the original payee or their authorised representative.
 - Application for refunds under special consideration will not be processed where the application is not accompanied by its relevant supporting documentation.

Guidelines for Application for Refund of Fees and Charges

Commencement of a course is determined by the date on which the student enrolment has been processed and the student is enrolled into their RED MAKO LEARNING PTY LTD learning course. At this time the student will receive a welcome email notifying them of this commencement date and providing all relevant enrolment details.

To apply for a refund a student must:

- 1) Apply for a refund in writing via the 'Enrolment Amendment Application Form (Withdrawal)' available from [Redmako Learning's policies, fees, and forms webpage](#).
- 2) Redmako Learning will review your application within five (5) business days from the date in which the refund form is received by Redmako Learning and a decision will be made within ten (10) working days.
- 3) Once approved, Redmako Learning will pay the approved refund amount within four (4) weeks of receiving the approval to refund.

Students applying for refund will also need to take note of the following:

- 1) If a student withdraws from a course, at any time prior to the course commencement, a full refund of paid tuition fees is applicable, minus a \$250.00 non-refundable Administration Fee (Please note this fee does not apply to subsidised training).
- 2) If a student withdraws from a course at any time after commencement of the course, all tuition fees are non-refundable and non-transferable unless:
 - The course is cancelled by RED MAKO LEARNING PTY LTD;
 - If the course is cancelled by RED MAKO LEARNING PTY LTD at any time prior to course commencement, RED MAKO LEARNING PTY LTD will refund all fees and charges.
 - If the course is cancelled by RED MAKO LEARNING PTY LTD after the course has commenced, RED MAKO LEARNING PTY LTD will refund the remaining tuition fees that have not already been used for the delivery of training and assessment services that have taken place.
 - A refund is offered by RED MAKO LEARNING PTY LTD as remedy for a complaint raised by the student that has been substantiated;
 - The refund aims to reconcile fees that have been overpaid by the student;

- Refund is approved by RED MAKO LEARNING PTY LTD under Special consideration such as (but not limited to):
 - Medical condition preventing the student from continuing the qualification
 - Personal circumstances preventing the student from continuing the qualification
 - Natural disasters preventing the students from continuing the qualification
- 3) If a student decides to apply for Refund under special consideration arrangement, the application must be supported by evidence such as (but not limited to):
 - Medical certificate;
 - Insurance certificate;
 - Certified Statutory declaration.

Changing prices due to change in services offered or specials do not entitle a student to a refund.

Appealing Refund Decisions

Students are referred to the Complaints and Appeals Policy from the [Redmako website](#) if they wish to appeal the decision made on a Refund Application.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

Relevant Legislation:

- **Work Health and Safety Act 2011** - The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <https://www.legislation.gov.au/Details/C2018C00293>
- **Industrial Relations Act 1988** - The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <https://www.legislation.gov.au/Details/C2004C00497>
- **Privacy Act 1988** - The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit: <https://www.legislation.gov.au/Details/C2019C00025>
- **Copyright Act 1968** - The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to <https://www.legislation.gov.au/Details/C2019C00042>
- **National Vocational Education and Training Regulator Act 2011** - This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <https://www.legislation.gov.au/Details/C2017C00245>
- **Equal Opportunity Queensland Anti-Discrimination Act 1991** - The objective of Equal Opportunity legislation is to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive

realisation of equality. For more information go to:
<https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-1991-085>

- **Australian Consumer Law (ACL) 2011** - Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services. For more information visit: <http://www.consumerlaw.gov.au/resources-and-guides>
- **Competition and Consumer Act (CCA) 2010** - The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <https://www.legislation.gov.au/Details/C2011C00003>

Related standards

Standards for Registered Training Organisations (RTOs) 2015 – Clauses 2.1, 4.1, 5.1,5.2, 5.3,5.4,6, 7.3, 8.5,8.6

Supporting Documents

RED MAKO LEARNING PTY LTD documentation from [Redmako Learning's policies, fees, and forms webpage](#) which supports the implementation of this policy includes:

- Enrolment Amendment Policy
- Enrolment Amendment Form
- Refund Request Form
- Complaints and Appeals Policy and Procedure
- Fees and Charges Policy

Version controller

Date	Notes	Version number
01/03/2019	Updated the document to reflect current practice	V.3.0
23/06/2022	Updated the document to reflect current practice and added version controller	V.3.5