



GLOBAL
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Global Training Institute

Refund POLICY

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AUTHORITY RECORD:

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1 Preamble

Global Training Institute acknowledges its responsibility to advise participants of their rights regarding refunds of fees paid, prior to them commencing the training.

This policy reflects its response to the National Operational Protocol for the refunds of Fees charged of Recognised Training outlined in the Australian Recognition Framework. The Policy makes provision for the refund of fees charged for services offered by Global Training Institute in the delivery, assessment and issuance of qualifications of recognized training products and services.

These products and services come from:

- Accredited courses, and
- National training packages

2 Purpose:

To define Global Training Institute approach to fee refunds and notifying participants of the fees refunds prior to them commencing a course or training consistent with current legislation.

3 Scope:

This policy shall apply to products and services for which Global Training Institute has been accredited to deliver as a registered training organization.

4 Responsibility:

It shall be the responsibility of the Director to ensure the policy is complied with.

It shall be the responsibility of the following to comply with the requirements of this policy:

- The Operations Coordinator to implement the procedure and manage its compliance.
- All staff when promoting or publicizing the services and products Global Training Institute has been accredited to deliver as an RTO.

5 Definition:

RTO = Registered Training Organization.

NTFC = National Training Framework Committee.

TRC = Training Recognition Council

Client = Participant, Student, Staff Member, Volunteer, or person linked to Global Training Institute.

6 Policy

Policy Integrity

This policy gives effect to the requirements contained in the 'National Operational Protocol for the refund of Fees paid and provides the participant with upfront knowledge of their refund entitlements.

Global Training Institute Entitlements to Refund Policy

This refund policy will apply to both Corporate (Group Nominations) and private individuals intending to participate in a course.

Should Global Training Institute cancel a course, intending participants are entitled to either:

1. a full refund of deposits submitted for that course, or
2. for such deposits to be credited to a future course.

Withdrawal from a VET unit of study/VET course of study

Students of Global Training Institute who wish to withdraw from a VET unit of study or VET course of study must do so in writing, including the following information:

Full Name (as on enrolment form)

Qualification

Date of withdrawal

Reason for withdrawal

Email to admin@globaltraining.edu.au

Refunds – VET FEE-HELP assistance eligible students

This section applies to students who are Australian citizens or permanent humanitarian visa holders (residing in Australia for the duration of the VET unit of study) enrolled in a VET FEE HELP enabled course offered by Global Training Institute.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- No refund is applicable: and/or
- The student will incur a VET FEE-HELP debt.

Refunds – students not eligible for VET FEE-HELP assistance

This section applies to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET FEE-HELP enabled course offered by Global Training Institute.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student. In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

Payment of Refunds

Refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.

Publication

This refund policy will be made available to students and persons seeking to enrol with Global Training Institute by publication on www.globaltraining.edu.au

Consultancy and Coaching

Consultancy and Coaching fees are not refundable. If a client wishes to withdraw from a contracted project then we would expect to negotiate that situation on its merits.

If the client believes they have a disputed payment case, then we would expect to negotiate that with the client, and in the event of being unable to resolve it, engage an external mediator to achieve resolution.

END OF POLICY