

Refund Policy

1. Purpose

Saferight is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

Saferight is committed to ensuring fair and reasonable refund practices.

Saferight will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of Saferight Refund Policy are to be publicly available.
- b) Refunds will be processed within one week (seven days) of application for refund. Determination will be notified.
- c) Regarding all withdrawals/cancellations, Saferight will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal/cancellation from a training program must be provided by a client within notification time frames to apply for a refund for a course. This may be via letter, email, or the completion of the refund form.
- e) There is no refund for students who fail to attend or arrive as per the course start time.
- f) There is no refund for students who breach Saferight's disciplinary procedures.
- g) There is no refund applicable where a client has commenced their course/unit.
- h) There is no refund to participants who do not obtain their statement of attainment or qualification after assessment i.e. Not Yet Competent.
- i) There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client.
- j) Saferight does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- k) Saferight provides a full refund to all clients, should there be a need for Saferight to cancel a course. In the first instance Saferight will (where



possible) provide an opportunity for the client to attend another scheduled course.

- l) If Saferight cancels a course, clients do not have to apply for a refund, Saferight will process the refunds automatically.
- m) Refunds for cancellation of enrolments are granted on a sliding scale (See Below).

3.1 Refund Table

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, less than 14 standard business days prior to the course commencement	50% of the course cost.
Client withdraws	In writing, less than 7 standard business days prior to the course commencement	Nil Refund
Client withdrawn from the course by Saferight	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Saferight		100% of the course fee (paid by the client)

4. Saferight Responsibilities

The Managing Director is responsible for ensuring compliance with this policy. The Financial Controller or their delegate will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The Saferight Access & Equity Policy applies (See Access & Equity Policy).

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy (See Records Management Policy).

7. Monitoring and Improvement

All Refund practices are monitored by the Financial Controller/ Managing Director or their delegate Saferight and areas for improvement identified and acted upon. (See Continuous Improvement Policy)