

PURPOSE

This sets out Capital Training Institute's (CTI) procedures for student payments, cancellation of enrolments and refunds.

PROCEDURE

Students may cancel their training at any time by notifying CTI in writing of their intention to cancel their training.

If a student is deemed ineligible for an accelerated program after a payment has been made, a full refund will be given.

Refund prior to course commencement:

If a student wishes to apply for a refund prior to course commencement, a minimum notice period applies. To receive a refund the student must request and submit a Q80101 Refund Request Form to their relevant state office.

Minimum notice period:

Short Courses: Students must inform CTI in writing, no less than 5 working days prior to the course commencement date to be eligible for a refund.

Full Qualifications: Students must inform CTI in writing no less than 5 working days prior to the course commencement date to be eligible for a refund.

Provided a student has notified CTI in writing of their intention to cancel their training prior to the applicable minimum notice period coming into effect, the Q80101 form may be submitted at a later time.

The success of a Q80101 Refund Request Form is determined by the State/Territory Manager or Office Manager.

Students whose refund request is successful will receive payment within 10 working days of the submission of the Refund Request Form.

Refunds will be refunded by the credit card or debit card if that was the manner in which the course was paid for. If the course is paid for by cash, cheque or electronic funds transfer (EFT), the refund will be paid by EFT.

Refund after course commencement:

Short Courses:

If a student does not notify CTI in writing, of their intention to cancel their training, prior to the minimum notice period, then the student is liable for the full course fee. The course fee is non-refundable and non-transferable if the student(s) fail to attend the course on the enrolled date.

Full Qualifications

Students who cancel their studies after commencement of their course will continue to be liable for any course fees due before cancellation has been received in writing by CTI.

Students whose cancellation and refund request is not processed to their satisfaction may follow CTI's Complaints and Appeals Policy and Procedure (Q802).

Cancellation of students by CTI

CTI reserves the right to cancel students in the following circumstances:

- when students fail to respond to CTI's attempts to contact them
- when students do not log on to the Learning Management System for over a month
- when students, who do not complete all course requirements within 5 weeks after the structured training is completed, do not submit a Q80204 Student Request for Extension Form
- when students fail to meet the agreed date of their Learning Plans or Extension Request Form

CTI will email the student to inform them of this cancellation. Refunds will not be given in these circumstances.

Recognition of Prior Learning (RPL)

If a student is completing their qualification by **Recognition of Prior Learning (RPL)** then their course is considered as commenced from the date of their enrolment and they have 12 weeks from this date to complete their studies. If they fail to respond to CTI's attempts to contact them or they do not contact CTI for over a month, then CTI reserves the right to cancel their enrolment. CTI will email the student to inform them of this cancellation. Refunds will not be given in these circumstances.

Course Cancellations

CTI reserves the right to cancel any course or to postpone it to an alternative date. In this event, all registered students affected by such postponement or cancellation will be offered the opportunity to transfer to the next available training course. If the student is unable to attend the next available training course or any training course thereafter they will receive a full refund.