

Refund Policy

Policy Purpose

The purpose of this policy and procedure is to outline Landscape Skills and Qld Small Business Courses' ("Landscape Skills") approach to specifying the conditions and applying any refunds.

Scope and Policy Statement

This policy applies to individual student fees and charges associated with full courses, apprenticeships, traineeships and short courses and any third party responsible for a student's fees and charges associated with any training program conducted by Landscape Skills.

Definitions

Commenced	Commencement of the course is deemed to have occurred once a Trainer/Assessor has conducted a session with the student and the record of the session has been documented or once the student has completed their online induction or commenced their first online task within the course, whichever is the earlier.
Started	The unit of competency has any online tasks in that unit started by the student OR if the student has had a trainer visit for that unit)

Responsibilities

The CEO is responsible for any refund requests.

Procedure

Landscape Skills will not accept payment of more than \$1,000 from each individual student prior to the commencement of the course.

Following course commencement, we may require payment of additional fees in advance from the student 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.

Fees Paid for Fee for Service Courses

A refund will only be given where fees have already been paid in advance, within the above guidelines, and the student believes Landscape Skills has not provided sufficient training and the student fails the assessment process or the student believes they have been misled. If a student cannot complete the course, they will not be liable for payment of any course fees not yet paid. A full refund of fees paid in advance will be made to the payer if training is cancelled prior to the course being Commenced.

If a student's course is cancelled and they have paid fees in advance, a refund will be given as follows:

- where training has not Commenced at the time of enrolment cancellation - a full refund will be made;
- where training has Commenced and the student withdraws from a unit of competency that has NOT been Started, a full refund of that unit of competency will be made;
- where training has Commenced and a student withdraws from a unit of competency that has been Started - NO refund will be made.

Procedure

Funded Students under Career Start or Career Boost Program

If a student's course is cancelled and they have paid co-contribution fees under the Career Start or Career Boost Program, the co-contribution fees will be refunded as follows:

- where training has not Commenced at the time of enrolment cancellation - a full refund will be made;
- where training has Commenced and the student withdraws from a unit of competency that has NOT been Started, a full refund of that unit of competency will be made;
- where training has Commenced and a student withdraws from a unit of competency that has been Started - NO refund will be made.

A student can request a refund of fees by contacting their trainer/assessor by email or in writing. No cancellation form is required. That trainer/assessor needs to then contact management for processing. If a student does not receive a refund they are expecting, they can follow our complaints policy.

Any approved refunds will be processed within 30 days of receiving the request from the student.

An administration fee of \$50 may be applicable for issuing replacement certificates/statements of attainment.