

REFUND POLICY

Introduction

This Refund Policy (the Policy) provides students with fee refund information. It should be read in conjunction with the Group 314 Fee Policy.

Cooling off period

Individual student enrolments are subject to a seven day cooling off period. Students may withdraw from a course during the cooling off period and receive a full refund minus the retail cost of any course materials unless they are returned in new and resaleable condition within seven days of the withdrawal.

If a student commences training or assessment during the cooling off period, the cooling off period is null and void and no refund is payable. Once a student logs into an online training system, training is considered to have commenced.

Unsolicited sales

Where a training provider (or a third party on behalf of the training provider) initiates contact with a consumer, such as in public or by telephone or through door to door sales, this is an unsolicited sale. Under Australian consumer law, unsolicited sales are subject to a 10 day cooling off period during which the contract can be cancelled without payment or penalty (*Australian consumer law* <https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/information-for-specific-industries/training-providers-and-marketers>, 1 February 2019).

Exceptional circumstances

After the cooling off period has expired, full or partial refunds of fees paid to Group 314 may be granted in exceptional circumstances at the discretion of the Group 314 Chief Executive.

Exceptional circumstances that may qualify for a full or partial refund include: bereavement; chronic illness; and relocation to an impractical location, resulting in a decision to withdraw from a course.

Requests for refunds must be made in writing and sent to the Group 314 Chief Executive at 2 Lamber St Tolland, NSW, 2650 or info@group314.com.

Cancellation of training and assessment services

Cancellation by the student

Requests for cancellation of an enrolment must be made in writing and sent to the Group 314 Chief Executive at 2 Lamber St Tolland, NSW, 2650 or info@group314.com.

If a cancellation is approved, the enrolment will be cancelled immediately. A cancellation fee of will be charged to cover initial enrolment costs – refer to the Group 314 Fee Policy. Students may also be required to make a progress payment for training and assessment completed prior to cancellation although this would be determined on a case by case basis.

Cancellation by Group 314

1. In the unlikely event that Group 314, or a third party delivering training on behalf of Group 314, closes or ceases to deliver any part of the training product that the student is enrolled in, the Group 314 Transition of Students Between Registered Training Organisations (RTOs) Policy will apply:
 - a. Fees paid to Group 314 for uncompleted units of competency will be refunded to the student.
 - b. Refund of fees paid to a third party are subject to the third party's Refund Policy. Group 314 encourages students to read the third party's Refund Policy prior to enrolling with them. Group 314 checks third party refund policies are adequate prior to entering into any agreement with them. Aside from this, Group 314 is unable to assist students to recover fees paid to a third party.

Approval and Payment of Refunds

Requesting a refund does not automatically guarantee a refund will be granted. Alternative options will be considered in the first instance including, but not limited to, deferral of the enrolment, transition to an alternative delivery method and holding the fee in credit for use at a later date.

Refunds approved by the Group 314 Chief Executive will be paid via either direct deposit to a nominated bank account, or refund to the credit card used to pay the fee.

Failure to complete a course after enrolment is not grounds for a refund (either through voluntary cancellation or otherwise). A refund may be payable if Group 314 does not deliver in accordance with the agreed terms, or extraordinary circumstances have prevailed outside the student's control.

Organisations enrolling a group to a course are eligible for a 50 percent refund if the session is cancelled within seven days of its commencement. If however, students withdraw after the session commences then no refund is payable.

Requests for refunds must be made in writing and sent to the Group 314 Chief Executive at 2 Lamber St Tolland, NSW, 2650 or info@group314.com.

Disputes

Any dispute in relation to a refund application decision must be progressed in accordance with the Group 314 Complaints and Appeals Policy.