

Short Course Refund Policy

- Student must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- If students forget their ID, they will not be accepted into the course and they will need to rebook for the training.
- Certificates cannot be issued until all course paperwork requirements have been completed
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed.
- All courses close for entry 10 minutes after the scheduled start time.
- All courses must be completed within 3 months of the original booking date.
- If you are sick on the course day, a valid medical certificate must be provided to apply for rescheduling the course or a refund.

Cancellation:

- More than 48 hours before the course start time = \$25 cancellation fee
- Less than 48 hours before the course start time = No refund
- Cancellation after course commencement = No refund
- No Attendance = No refund

Timeline	More than 48 hours prior to scheduled course start time	Less than 48 hours prior to scheduled course start time	After commencement
Refund Course Fee	Paid course fee minus \$25 cancellation fee	No refund	No refund

Rescheduling:

- More than 48 hours before the course start time = \$25 administration fee
- Less than 48 hours before the course start time = 50% course fee
- After course commencement = 50% course fee

Timeline	More than 48 hours before course start time	Less than 48 hours before course start time	After commencement
Refund Course Fee	\$25	50% of course fee	50% of course fee

No Refund will be made by Trans-Plant Training:

- **Withdraw after commencement:** if a student withdraws from a course any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to Trans-Plant Training
- **Suspension and Cancellation:** where a student has had their enrolment cancelled by Trans-Plant Training and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- **Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- **Fail to complete pre-course information:** No refunds will be provided for students who are unable to attend their course due to not completing their pre-course information, including Unique Student Identifier number before the course commences.

Procedure for Claiming Refund

- All refund claims must be submitted in writing via Trans-Plant Training Refund Application Form.
- All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person to claim a refund, the student must send a scanned copy of their signed forms to the RTO Administration officer by email. On receipt of email application, the RTO Administration Officer will verify student's signatures on records and may also telephone the student to verify student's identity. No refund will be made on email application until the time when student's identity has been verified.
- All applications for the refund will be authorised by the Campus Manager.
- In normal circumstances, Trans-Plant Training will refund the amount within four (4) weeks after receipt of the completed and signed Refund Request Form.
- Payments will be made to students to their nominated bank accounts.
- For any refund to be paid to any other person than the students, a written authorisation from the student will be required.