Refunds for Fees Paid Policy and Procedure

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# Purpose

This procedure describes the policy by which TrainingOnlineFood Safety (“TOFS”) will review and allow refunds for courses pre-paid for by students or stakeholders.

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# Relevant Standard

# Standard 5.3

# Scope

Covers those circumstances where a student or stakeholder requests a refund of fees or deposits on fees paid.

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# Responsible Parties

The Managing Director is responsible for this policy.

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# Policy

TOFS has a fair and reasonable refund policy which ensures that all students have the opportunity to receive a refund if requested and they meet the conditions outlined in the refund procedure

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# Procedures

TOFS does not accept any responsibility for changes in a student’s personal circumstances. Students should be advised to choose carefully as refunds and transfers will not usually be given.

## Online students

TOFS agrees to refund, within 14 days, fees paid with a 50% deduction for administration fees where the student has requested a refund due to deciding the course is not necessary (changing their mind).

Refunds are conditional upon:

* the computer system being used by the student does not meet the minimum requirements detailed for use of the online learning material;
* a student enrolling in, or completing a course, then determining it is not the correct course for their needs. For instance, there is a clear warning on the website for NSW Food Authority website and TOFS where completion of the NSW FSS Recertificate program is appropriate. Students who do not meet course requirements will be transferred into the NSW FSS course with the difference in fees owed to be paid to TOFS by the student.
* TOFS agrees to refund, within 30 days, with no deduction, fees where the student has been unable to access the online learning material due to a system failure of the learning material. That is, the learning material is not available for access by all students due to technical failure of the learning platform.

## Refund process

* Any student who wishes to obtain a refund on the above or on any other grounds should make an application in writing and forward by email or post

## Transfer fee

* Request for transfers received prior to the course commencement date are free of charge.

## Fees for replacement certificates:

* Students can contact support@cft.com.au to apply for a for a replacement certificate.
* Statement of Attainment $20.00 each

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