



PSRP01 Refund Policy

Scope

1. This policy covers all fees payable for training services provided within Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia's scope of registration.

Purpose

2. To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Procedure

3. The following reflects Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia's refund process:
 - a. A tentative booking can be taken, although the position is not confirmed until a payment or purchase has been received. If the payment is made by an individual - no more than \$1500 (per student) will require payment as part of the Protection of Fees Paid in Advance commitment.
 - b. Initial payment is to be received prior to commencement of the course.
 - i. If the initial payment is not received prior to course commencement the client will not commence the course
 - c. Non-attendance will incur full course cost
 - d. If a client commences a course but does not complete the course or is deemed not yet competent, the full course fee is still payable. An additional assessment fee of \$110 per hour is to be paid for any reassessment outside of normal enrolment (if offered).

General Rules

4. The following are general rules pertaining to the refund process at The Pivot Institute and Mine Training Australia:
 - a. The refund process reflects the commitment by Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia to hold places as booked by clients and the amount of administrative resources consumed at the various stages.

Authorised by: Elisa Uyen CEO	Form: Refund Policy	Date: April 2022	Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia (51586)	Z:Business Planning; Plans, Policies and Procedures; Policy	- 1 -
----------------------------------	---------------------	---------------------	---	--	-------

- b. Refunds must be requested in writing to the Chief Executive Officer.
- c. The Chief Executive Officer will process refund requests within 30 days from the day of receipt. Any refunds must be reimbursed using the same method of payment. Payments made by an organisation will not be reimbursed to the individual.
- d. The term “commencement” in this policy refers to the first day of the first program attended by the client.
- e. Issues with regard to payment are to be handled at the first available opportunity and directed to the Chief Executive Officer.

Details concerning the scope of Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia's Refund Policy is detailed in the Client Handbook which participants are required to review prior to their enrolment being accepted.

- 5. Fees and charges for students undertaking publicly funded vocational education and training (VET) in Western Australia must be collected in accordance with the provisions of the Vocational Education and Training Act 1996, Vocational Education and Training (Colleges) Regulations 1996 and/or, where appropriate, as specified in contractual arrangements with training providers.
- 6. The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees. All units commenced will incur indicative fees within the guidelines set by the VET Fees and Charges Policy.
- 7. For clients enrolled in fee for service units or Qualifications, the following withdrawal and rescheduling are determined using the tables below:

Refund Table:

Reason	Notice	Refund Outcome
Client (or organisation) withdraws	Written withdrawal received less than 14 business days before course commencement	50% of the fees paid
Client (or organisation) withdraws	Written withdrawal received less than 7 business days before course commencement	Not eligible for refund
The Pivot Institute or Mine Training Australia cancels the client's enrolment	After the course commences, the client is removed due to a breach in the code of conduct, or the client fails to attend with no notice.	Not eligible for refund
The Pivot Institute or Mine Training Australia cancels the course	No action required from client	Full refund of the fees paid

Reschedule Table:

Reason	Notice	Fees Payable
Client reschedules due to illness	Notice must be given prior to 12pm on the first day of training	Medical certificate to be provided from client to reschedule with no additional fee
Any reason other than illness	72 hours before the course commences must be given	If less than 72 hours notice is given, a \$50 rebooking fee will apply

Approved by:

Elisa Uyen
Chief Executive Officer
Pivot Solutions Pty Ltd