

ONLINE SERVICES REFUND POLICY

1 Welcome

Thank you for choosing All Coast Safety and Training Solutions, we look forward to working with you to achieve your training and career goals.

All Coast Safety and Training Solutions is committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

All Coast Safety and Training Solutions will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to read this policy prior to enrolling in your selected training.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager.

We sincerely hope your time at All Coast Safety and Training Solutions is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to contact our office for assistance, who can explain the process further.

1.1 Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment.

2 Consumer Guarantee

All Coast Safety and Training Solutions guarantees that the services provided by All Coast Safety and Training Solutions will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

2.1 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy located in our Student Handbook available on company webpage, for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she/they is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is **minor** and can be fixed, the RTO will choose alternative solution how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

All Coast Safety and Training Solutions is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere.
- Provided incorrect, insufficient or not acceptable evidence as stated for request as stated on the selected product information page on the website before enrolment and making payment.

3 Contact Details

All Coast Safety and Training Solutions can be contacted on admin@acsts.edu.au or, 08 7111 4065