

Refund Policy



1. Purpose

The purpose of this policy is to ensure your monies are handled fairly, transparently and consistently. This policy assists you and our staff to clearly understand our respective, obligations, rights and options around the payment of course fees.

2. Scope

We will inform you in writing of fees prior to the commencement of studies. Course fees are payable in advance and enrolments may be considered tentative until full payment or a purchase order is received by RMS. Clients will be issued with a receipt of payment on enrolment.

3. Definitions

- Working Days – RMS deem working days to be Monday to Friday
- Heavy Vehicle Licence packages - heavy vehicle driving lessons and test in a packaged deal
- Mobile Plant courses – Heavy equipment ie Dump Truck, Excavator, Loader etc.
- Qualification course: courses consisting of multiple units ie Certificate IV Driving Instruction
- High-Risk courses - ie Forklift, EWP
- Safety courses – Safe Working at Heights, Confined Space Entry, Gas Testing
- Combo Packages – Where two or more courses are sold together at a discounted rate

4. General Practice

Clients must advise RMS in writing of their intention to cancel the enrolment, the scale of refund is determined by the amount of notice given as outlined in the table below. Once commenced all courses are considered purchased and not eligible for refund (including a partial).

5. Courses with online theory

Please note, where courses are booked giving access to theory information online, the online component is deemed to be purchased once access is given. Therefore, should cancellation of the course be required the online component cost will be deducted from the refund.

Any other refunds are made entirely at the discretion of RMS Management after taking into account the reason for the request. Please note that an administration processing fee will apply to all refunds.

No refund will apply where a student who participated in an RMS random drug and alcohol testing regime and a positive test has detected levels that exceed:

- A blood alcohol concentration of 0.02% for general courses
- A blood alcohol concentration of 0.00% for plant and equipment courses
- A Saliva drug screen cut off levels as specified in the Drug and Alcohol Australian Standards 4308

6. Transfers and Substitutions

Where a request to reschedule or transfer a course is made, transfer of credit will only apply when the request is made five working days (general courses) or two working days (Truck Lessons and Tests) prior to the original scheduled course date. Where notification is less than this time a request to transfer credit may only be authorised under special circumstances and only at the discretion of management.

In the instance of Heavy Vehicle licence packages transfer after commencement to an alternative package will incur a fee of \$150 and depending on the package

7. Third-Party decisions

Where students undertake training that includes licencing by third parties ie Worksafe or Department of Transport, the responsibility of eligibility will rest with the student. RMS will endeavour to ensure the student meets all criteria however should a third party make a decision based on the individual's circumstances and not process a licence RMS will not be held accountable as this will be out of the control of RMS. Related Legislation:

- Drug and Alcohol Australian Standards 4308

8. RMS Cancellation of course

Should RMS, for any reason, cancel a course on which a student is enrolled, the student will be entitled to:

- A full refund for the amount they have already paid for the course, or
- Transfer their enrolment to another (identical) course offered by RMS.

RMS will not compensate students for time, travel expenses, or accommodation expenses incurred.

Refund Schedule: Please allow a processing time of up to 21 days

Mobile Plant Courses (with online access to theory issued)

Notice required	Administration Charge	Refund
More than 2 working days	10% of full course fee	Course fees paid less \$490 for online theory
Less than 2 working days	100% of course fee	No refund

Mobile Plant Courses (no online theory issued)

Notice required	Administration Charge	Refund
More than 2 working days	10% of full course fee	100% of course fee
Less than 2 working days	100% of course fee	No refund

High Risk & Safety Courses

Notice required	Administration Charge	Refund
More than 2 working days	10% of full course fee	100% of course fee
Less than 2 working days	100% of course fee	No refund
Failure to attend or request a cancellation on the day of training	100% of course fee	No refund

Qualification courses (Certificate IV with online theory)

Certificate IV Driving instruction courses are considered an online course and once purchased full online access to information is given and therefore no refund is available

Heavy Vehicle Licence Packages

Notice required	Administration Charge	Refund
More than 2 working days	10% of full course fee	100%
Less than 2 working days	100% of package price	No refund
Commenced, but failure to complete full package (including test)	100% of course fees	No refund
Transferring from one package to another mid course	\$150.00 Transfer fee plus further costs may apply Please refer to Heavy Vehicle Transfer policy below	No refund

Combo Packages

Please note: Because Combo packages are sold at a much reduced rate there are no cancellation options available. This means if you wish to cancel, all monies will be forfeited and no refund will apply.

Transfer of Student

Where companies are wishing to swap students out prior to a course commencing, further fees may apply if online content has been extended to the original booked student.

HEAVY VEHICLE PACKAGE TRANSFER POLICY

REQUEST TO CHANGE LICENCE PACKAGE POST COMMENCEMENT OF COURSE

PLEASE NOTE: Heavy Vehicle licence package students wishing to change truck packages after the commencement of the original purchased package where no more than 4hrs has been completed will be permitted to do so under the following guidelines:

The existing package will be seen to be forfeited regardless of how many hours of that package has been completed.

A transfer fee of \$150 will be payable which will allow the student to transfer to the truck of choice (at the next availability of that truck) and complete 1 x 2hr lesson in the truck they are transferring too.

This fee will cover:

- Additional administrative requirements for scheduling
- Loss of booking of remaining hours (where applicable) of the truck forfeited
- Additional theory documentation
- Transfer of the test to the new package

Example 1: HR Unrestricted to HR Restricted

Student purchases unrestricted package (8hrs) and after 4hrs decides to transfer to Restricted package (6hrs). The student forfeits the remaining scheduled 4hrs of the unrestricted package but is allocated 1 x 2 hr lesson in the restricted truck. The test from the original package will be transferable to the new package.
Fee payable: \$150 (transfer fee)

Example 2: HR Unrestricted and HR Restricted to HR Automatic

Student purchases restricted package (6hrs) or Unrestricted (8hrs) and after 4hrs decides to transfer to Automatic package (4hrs).

The student forfeits the remaining scheduled hours of their package but is allocated 1 x 2hr lesson in the automatic truck. The test from the original package will be transferable to the new package.

Fee payable: \$150 (transfer fee) : \$150

The student will be required to complete any applicable paperwork for the new truck to which they are transferring too.

These guidelines apply to downgrading from one package to a lesser package where no more than 4hrs of the purchased package has been used. Any change requests at 6hrs or more will forfeit any remaining hours in their package and be required to pay for any scheduled lessons in the truck they are transferring to plus the addition of a transfer fee.

APPLICATION FOR REFUND

This application form must be completed in accordance with the attached instructions.

Please be aware refunds will only be considered in accordance with the RMS refund policy which can be viewed on our website or alternatively identified on the reverse of your receipt.

Application for refund WILL NOT be processed unless original receipt is attached.

Receipt No _____ Date of Receipt: _____ Amount Paid \$ _____

Customer's Name _____ Ph No.: _____

Course _____ Course Date: _____

Comments (Please detail below the reasons for your request)

I have read and understand the RMS terms and conditions (attached). I agree to abide by these terms and conditions.

Applicant's Name: _____ Signature: _____ Date: ____/____/____

ALL REFUNDS ARE PROCESSED ELECTRONICALLY

CREDIT CARD INFORMATION

Credit Card Number:

Expiry Date: / CCV: Visa Mastercard

Name of Card Holder: _____ Contact Number: _____

OR BANKING DETAILS

Account Name _____

BSB Number: Account Number:

Office use:					
Refund Register:		Branch: _____	Name: _____	Sign: _____	Date: _____
Course processing:		Name: _____	Sign: _____	Date: _____	
(Please tick applicable)		100% <input type="checkbox"/>	50% <input type="checkbox"/>	No Refund <input type="checkbox"/>	Amount \$ _____
Approved	YES / NO	Name: _____	Sign: _____	Date: _____	Refund processed
by:		Amount: _____	Date: _____		