

ADMINISTRATION FEES & CHARGES

Certificate or Statement of Attainment Replacement

Replacement copies of Certificates or Statements of Attainment \$ 25.00

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 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

Trucks - heavy vehicle driving

Mobile Plant courses – Heavy equipment ie Dump Truck, Excavator, Loader etc.

Qualification course: courses of 5 days or longer in duration

Short Course: courses of 1- 3 days in duration

4. General Practice

Clients must advise RMS in writing of their intention to cancel enrolment, the scale of refund is determined by the amount of notice given as outlined in the table below.

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 request. Please note that an administration processing fee may apply to 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 of 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 schedule 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.

7. Third Party decisions

Where students undertake training that includes licencing by third parties ie Worksafe or Department of Transport, 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. Therefore, no refund will be given post training.

8. Related Legislation

- Drug and Alcohol Australian Standards 4308
- RMS Drug and Alcohol Policy

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:

1. A full refund for the amount they have already paid for the course, or
2. 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:

Mobile Plant Courses (with online access to theory issued) Notice provided	Administration Charge	Refund
More than 2 working days	\$50.00	Course fees paid less \$299 for online theory
Less than 2 working days	100% of course fee	No refund

Mobile Plant Courses (no online) Notice provided	Administration Charge	Refund
More than 2 working days	\$50.00	100% of course fee
Less than 2 working days	100% of course fee	No refund

Short courses Notice provided	Administration Charge	Refund
More than 2 working days	\$20.00	100% of course fee
Less than 2 working days	100% of course fee	No refund

Failure to attend or request on day of training	100% of course fee	No refund
---	--------------------	-----------

Qualification courses Notice provided	Administration Charge	Refund
More than 10 working days	No cancellation fee	100% of course fee
More than 5 working days	10% of course fee	50% of course fee
Less than 5 working days	100% of course fee	No refund

Trucks Notice provided	Administration Charge	Refund
More than 2 working days	No cancellation fee	100% of lesson + test fee
Less than 2 working days	100% of lesson / test fee	No refund
Failure to attend or request on day of training	100% of course fee	No refund
Refunds will be forwarded to students within 14 days of eligibility being agreed		

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% 50% No Refund Amount \$ _____

Approved YES / NO Name: _____ Sign: _____ Date: _____ Refund processed
by: _____ Amount: _____ Date: _____