

REFUND POLICY



1. INTRODUCTION

1.1 PURPOSE

The purpose of this policy is to provide all staff, students and potential students and or their parents or guardians with information on Refunds from Dynamite Studios Academy and to ensure compliance with the Standards for Registered Training Organisations (2015).

1.2 SCOPE

This policy applies to all products and services supplied by Dynamite Studios Academy

1.3 ORGANISATIONAL COMMITMENT

Dynamite Studios Academy is committed to ensuring that prior to enrolment or the commencement of training whichever comes first, all relevant information including fees, payment terms and conditions, deposits, refunds and the rights of the learner as a consumer have been provided to the student so that they can make an informed decision about their training.

1.4 OBJECTIVE OF THE POLICY

This policy has been designed to provide guidance to both our customers and staff on the way Dynamite Studios Academy manages cancellations, withdrawals and refunds. The objective of this policy is to ensure:

- All relevant information about fees and charges to the organisation are clear and forthcoming prior to finalising enrolment or the commencement of training.
- All relevant information about terms and conditions have been agreed to and acknowledged.
- The learner or potential learner has been provided with all the relevant information about cancellation of enrolment, withdrawal from a course or program and refunds prior to finalising enrolment or the commencement of the course or program whichever comes first.
- All students or potential students are advised of the "Cooling Off" period prior to finalising enrolment or the commencement of the course or program whichever comes first.
- Fees collected in advance of a course or program commencement do not exceed \$1500.

2. REFUND PROCESS

2.1 FEES

Dynamite Studios Academy strives to offer fee for service courses and programs that are market comparable. Fees are determined on program, duration, resource requirements and commercial viability and are regularly reviewed. In accordance with the Standards for Registered Training Organisations (2015) Dynamite Studios Academy does not accept payment of more than \$1500.00 from each individual student prior to enrollment or the commencement of a qualification/course no matter how these fees are collected. Where fees for qualification/courses are greater than \$1500.00 students can negotiate a payment plan over the term of their enrolment. Dynamite Studios Academy provides information to a prospective student, prior to enrollment or the commencement of training and assessment, whichever comes first, specifying:

- All relevant fee information including, all fees that must be paid to Dynamite Studios Academy, payment terms and conditions, including deposits and refunds.
- The student's rights as a consumer including but not limited to a cooling off period
- What happens if Dynamite Studios Academy fail to provide the course or qualification or cease to operate.

Prior to enrolment or the commencement of training and assessment, whichever comes first, Dynamite Studios Academy provides, current and accurate information that enables the student to make informed decisions about undertaking training with them. As a minimum that information would include:

- The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register estimated duration.
- Course fees, inclusive of tuition, learning resources, enrollment & associated administration fees.
- The location where training will take place & expected modes of delivery.
- The training, assessment, and related support services that Dynamite Studios Academy may provide to a student during their enrolment.
- Details of the Dynamite Studio's Academy complaints and appeals process.
- Any materials and equipment that the learner must provide.

Failure to pay scheduled and agreed fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. Dynamite Studios Academy will engage the services of a debt collection agencies to retrieve outstanding fees greater than 120 days. Dynamite Studios Academy retains all evidence of fees collected in the financial accounts and all attempts to recover outstanding fees are kept on the students file.

2.2 WITHDRAWALS

Dynamite Studios Academy is committed to ensure that they provide accurate information to students about their services, courses and qualifications prior to the commencement of any formal studies. If problems arise during studies Dynamite Studios Academy offer a range of support services to students to ensure they can complete their studies and boasts an excellent completion rate. A student who withdraws from a course or qualification once they have commenced study will incur full fee liability.

Students who withdraw from a qualification prior to completing the course will be given recognition for any units satisfactorily completed up to the date of withdrawal, provided all administrative is completed and handed in and all course fees due are paid up until the date of withdrawal. Students who withdraw without following the correct process will be liable to pay FULL course fees

2.3 REFUNDS

Dynamite Studios Academy is committed to ensuring fair and reasonable refund and withdrawal practices in accordance with the standards for NVR Registered Training Organisations (RTO) and consumer law. The following principals underpin the Dynamite Studios Academy refund and withdrawals process:

- Due Care and Skill: All qualifications are delivered by suitably qualified and experienced personnel and in accordance with Standards for Registered Training Organisations (RTOs) 2015
- Fitness for Purpose: Prior to enrolment or the commencement of training, Dynamite Studios Academy provides advice to prospective learners about the training products appropriate to learner needs and taking into consideration the individual's existing skills and competencies.

- Completion within a reasonable timeframe: The amount of training and volume of learning are consistent with the with Australian Qualification Framework (AQF) specifications.
- Transparency: Details of Dynamite Studios Academy payment terms and conditions, fees, refunds and withdrawals are publicly available.
- Accountability: Dynamite Studios Academy does not accept liability for loss, injury or damage suffered if a student decides to withdraw from a course.

A refund will be issued when:

- A qualification or course is cancelled by Dynamite Studios Academy
- Closure of Dynamite Studios
- A student withdraws during the 14 day cooling off period

A refund will not be issued when:

- A student has already commenced training in a qualification or course
- A student withdraws from the qualification or course prior to the course commencing after the cooling off period has ended

Refunds under the above conditions will be paid in full to the student within 14 days of application for a refund has been made.