



REFUND POLICY

Policy

To ensure an accurate, accessible, and consistent approach to information regarding our refund policy and procedure is available to all students.

Procedure

- To ensure that refunds of any fees/ deposits paid in advance for training/ assessment/s are consistent and applicable to all students. The full refund policy and form is available on request and an electronic copy is available on the website.
- Refunds are provided on a sliding scale and at the discretion of the CEO.
- A student can postpone their course only **ONCE** if cancelled within the allocated timeframe (*no less than 5 working days prior to the commencement date of their course*) – the postponed course needs to be confirmed/ booked within a 3 months period from the original booking date

Students entitled to a refund if:

- a cancellation is received in writing **no less than 5 working days** prior to the commencement date of a scheduled course
- the RTO cancels a course, or the course is moved to a time or location unsuitable to the student
- the student is unable to commence the course due to illness and can provide a medical certificate
- the RTO cancels the delivery of the course with no future date scheduled
- the RTO stops operating as a business

Students not entitled to a refund if:

- a cancellation is received less than 5 working days prior to the commencement date of the course
- cancellation or failure to attend on the day of training will incur a full cancellation/no-show fee.
 - The original booking cannot be rescheduled under the existing cost.
 - A new invoice for the full cost of the course will be issued if training is to be rebooked.
- they commence the course and choose to discontinue for no valid reason, the remaining time and/or assessment will not be held in credit (i.e., the student is not entitled to continue the course at a later date)
- advised to defer their assessment, the assessment is kept in credit with the RTO for a maximum of three (3) months from the date of the last training session, the assessment is included in the course fee and cannot be claimed as a “part refund” if not accepted.
- while training there is a mechanical issue with the vehicle they are training in, remaining hours will be credited and rescheduled to a time suited to all parties.

Document:	Refund Policy and Procedure	
Version Number: 1.4	Location: https://bluehorsewa.sharepoint.com/sites/BlueHorseWA/Shared%20Documents/RTO%20Compliance/Policies/7b.%20Refund%20Policy%20&%20Procedure%20V1.docx	
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- there are unforeseen circumstances causing the RTO to postpone the course, the course will be re-scheduled or kept in credit for a time suitable to all parties.
- a postponed course is not confirmed/ booked within the 3 month period.
- Approved refund applications received within the given timeframe are entitled to a refund of fees/ deposits paid in advance **less \$100.00 administration fee.**
- If entitled, refunds will be honoured within 7 working days of receiving the refund request form, *no request will be processed without the form being completed.*
- Some extenuating circumstances e.g., legitimate work commitments (i.e., moving interstate), illness, etc will be managed on a case by case basis at the discretion of the CEO. In some circumstances supporting documentation may be requested by the RTO.

Links to other systems, processes, or documents:

- Online Enrolment form
- Fees, Charges and Refunds policy and procedure
- Website
- Student Handbook
- Terms and Conditions – LMS Platform
- Cancellation & No-Show Policy

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