

Refunds and Cancellations

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Background and context

Daniels Associates (RTO 30957) offers a range of online Nationally Accredited and non-accredited courses.

Daniels Associates is committed to providing the highest quality support for our students. The intent of this policy is to communicate the refund and cancellation policy and procedure for all courses offered by Daniels Associates.

Definitions

- **Accredited short course** – A course made up of a single or multiple Nationally recognised units of competency. This could include a single unit (e.g. SITHGAM001 Provide Responsible Gambling Services) or a cluster of units that do not form a whole qualification (e.g. Food Safety Level 1 & 2).
- **Non-accredited course** – A course that has been written by industry experts, to teach specific knowledge or skills for a job role. These courses are not Nationally recognised (e.g. Barista Basics)
- **Statement of attainment** – this is the official certificate for a student, when they have satisfied the requirements of one or more units of competency – either as an accredited short course, or part of a qualification. It is not used for a non-accredited course.
- **Certificate of completion** – this is the certificate awarded for successful completion of a non-accredited course.

Daniels Associates responsibilities

Daniels Associates will ensure the provision of information and resources to support a student make an informed decision about their course including:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services we will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
- any work placement arrangements.
- our obligations to the learner, including that we are responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (2015), and for the issuance of the AQF certification documentation.
- the learner's rights, including:
 - details of our complaints and appeals process
 - if the we, or a third party delivering training and assessment on our behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner's obligations:
 - any requirements that we require the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Student cancellation of a course

- Refunds are not provided for change of mind, or choice of the wrong course
- Refunds are not provided if you do not have the required technical knowledge, skill or resources to complete the course, as stated on the course description

Cancellation of a course by Daniels Associates

Should Daniels Associates cancel a course for any reason, students enrolled at the time Daniels Associates announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties. A Statement of Attainment will be issued for those subjects in which the student was assessed as competent.

This does not apply to enrolments in courses that are superseded on the National Register, and where Daniels Associates transitions students to the newly released course.

Cancellation due to unavailable units

Should Daniels Associates be unable to provide a unit to within the agreed training period, the following will apply:

Students will be referred to another RTO that is able to issue the unit/s at no cost to the student

Where this is not possible, fees paid on any unavailable unit/s will be refunded, and Statement of Attainment will be issued for satisfactorily completed units.