



Refund Policy

Purpose

Newcastle Rescue and Consultancy Pty Ltd is committed to transparent and fair fee and refund practices that allow learners to make informed decisions about their training. This Refund Policy outlines learner rights and responsibilities regarding cancellations, withdrawals, refunds, cooling-off periods, fee protection, and remedies available under Australian Consumer Law.

This policy aligns with:

- Compliance Requirements – Division 1: Information and Transparency
- Compliance Requirements – Division 3: Accountability
- Outcome Standard Q1.D2.4 – Timely Issuance of Certification
- Australian Consumer Law – Cooling-off Period and Consumer Refund Rights

Fee Information

All fees and charges where applicable are clearly outlined in the relevant Course pre-enrolment information, including:

- Tuition fees
- Enrolment deposits
- Administration fees
- Material fees
- Reassessment fees (if applicable)
- Certification reissue fees
- Any other applicable charges

Learners are encouraged to review all fee information before enrolling.

Protecting Your Prepaid Fees

To protect your investment, Newcastle Rescue and Consultancy Pty Ltd complies with the fee protection requirements under the Standards for RTOs 2025 by not collecting more than \$1,500 in prepaid fees from an individual learner before their course commences.

Any remaining course fees are payable after training has commenced or in accordance with the learner's agreed payment schedule.



Deposits and Administration Fees

A deposit may be required to secure enrolment.

- The deposit amount is specified in the relevant Course Flyer.
- Deposits will not exceed \$1,500.
- An administration fee forms part of the deposit and is non-refundable when a learner withdraws or cancels prior to course commencement.
- The administration fee amount applicable to each course will be detailed in the Enrolment Agreement.

Cooling-Off Period

Learners have the right to cancel their enrolment within 10 business days of signing the Enrolment Agreement, provided training has not commenced.

Learner Responsibilities

To cancel during the cooling-off period, learners must:

1. Submit written notice via email or letter to: enquiries@newcastlerescue.com.au
2. Include:
 - Full name
 - Course code or course name
 - Enrolment date
3. Attach a completed Refund Request Form (where applicable).
4. Retain a copy of the cancellation request for their records.

RTO Responsibilities

Newcastle Rescue and Consultancy Pty Ltd will:

- Acknowledge cancellation requests within two (2) business days.
- Assess refund eligibility in accordance with this policy.
- Process approved refunds within ten (10) business days.



Refund Eligibility

Refunds may be granted under the following circumstances:

Automatic Refund Situations

A full refund will be issued where:

- An overpayment of fees has occurred.
- Newcastle Rescue and Consultancy Pty Ltd cancels a course and an alternative arrangement cannot be provided.

No administration fee will be retained in these circumstances.

Withdrawal Prior to Commencement

Learners who withdraw before training commences may be eligible for a refund, subject to the notice provided and any applicable administration fee.

Illness or Hardship

Refunds may be considered where a learner withdraws before commencement due to:

- Serious illness;
- Injury;
- Exceptional hardship; or
- Other unavoidable circumstances.

Supporting documentation, such as a medical certificate or evidence of hardship, must be provided.

Failure to Deliver Agreed Services

Where Newcastle Rescue and Consultancy Pty Ltd is unable to deliver agreed training and assessment services, learners may be entitled to:

- Transfer to an equivalent course;
- Alternative arrangements; or
- A full or partial refund.



Refund Schedule

The following refund schedule applies where a learner cancels prior to course commencement:

Notice Given Before Course Commencement	Refund Entitlement
More than 10 business days	100% of fees paid*
Between 5 and 10 business days	50% of fees paid*
Less than 5 business days	No refund

*Less any non-refundable administration fee specified in the Enrolment Agreement or Course Flyer.

Late Cancellations and Non-Attendance

Cancellation Within Two Working Days

Learners who cancel within two working days of course commencement will be liable for a cancellation fee equal to 50% of the total course fee.

Day Before, Day Of, or Non-Attendance

Where a learner:

- Cancels the day before the course;
- Cancels on the day of the course; or
- Fails to attend without notifying Newcastle Rescue and Consultancy Pty Ltd,

the following charges apply:

- 100% of the course fee; and
- Any applicable administration fee.

No refund will be provided.

No Refunds After Commencement

Once a learner has commenced training, no refund will normally be provided for:

- Withdrawal from training;
- Non-attendance;
- Change of mind;
- Failure to complete the course; or



- Failure to successfully achieve competency.

Exceptions may apply where required under Australian Consumer Law.

Changes to Agreed Services

If there are significant changes to agreed training or assessment services, Newcastle Rescue and Consultancy Pty Ltd will notify affected learners as soon as practicable.

This may include:

- Course cancellation or rescheduling;
- Changes to training venues;
- Changes to delivery methods;
- Changes to trainers;
- Changes in ownership or registration status; or
- Changes to third-party service arrangements.

Where the organisation is unable to continue delivering training and assessment services, learners will be offered a suitable alternative or a refund in accordance with this policy.

Consumer Rights

Nothing in this policy removes or limits the rights available to learners under Australian Consumer Law.

Learners are entitled to services that are:

- Delivered with due care and skill;
- Fit for purpose;
- Consistent with information provided prior to enrolment; and
- Delivered within a reasonable timeframe.

If a learner believes Newcastle Rescue and Consultancy Pty Ltd has failed to meet these obligations, they may seek remedies including:

- Rescheduling of training;
- Alternative service arrangements;
- Refunds; or
- Other remedies available under Australian Consumer Law.



Refund Request Procedure

To request a refund, learners must submit:

- A written refund request;
- A completed Refund Request Form (if required); and
- Any supporting documentation relevant to the request.

Refund requests should be submitted to:

Email: enquiries@newcastlerescue.com.au

Newcastle Rescue and Consultancy Pty Ltd will:

- Acknowledge receipt of the request.
- Assess the application within five (5) business days.
- Advise the learner of the outcome in writing.
- Process approved refunds within ten (10) business days.

Refunds will generally be paid to the original payer using the original payment method wherever practicable.

Complaints and Appeals

Learners who are dissatisfied with a refund decision may lodge a complaint or appeal in accordance with the Complaints and Appeals Policy.

Where a matter cannot be resolved internally, learners may seek assistance from:

- Australian Skills Quality Authority (ASQA)
- NSW Ombudsman
- Relevant consumer protection agencies

Further information is available in the Complaints and Appeals Policy.