

POLICY

Course withdrawal/cancellation			
Standard 4 and 5	STD 4 and 5 Clause 4.1 and 5.2	Policy No.	RTO.S4-POL-004
		Related Procedure No.	RTO.S4-PRO-004
Policy Owner	Ferne Robinson, Compliance Manager		
Scope	This policy applies to clients, participants and employees of Risk Management Training Solutions and its associated entities.		
Date of approval	01.10.19	Review Date	30.09.21
Change Control	Reviewed as part of continuous improvement		
Version No.	1.2		
Related Policies	Complaints and Appeals Policy Fees and payments Policy Refund Policy Marketing and advertising Policy Pre-enrolment Policy Participant Handbook		

1. Overview

Although Risk Management Training Solutions (RMTS) is committed to helping their participants be successful in their studies to achieve a competent outcome, it is recognised that on occasions it might be in the best interest of the participant and/or RMTS that the participant cancels from or be withdrawn from a course in which they are enrolled prior to the end of the course date.

This Policy outlines all requirements whereby a participant requests to cancel from their course in compliance with Standards 4 and 5 of the Standards for Registered Training Organisations (RTOs) 2015.



2. Policy

- 2.1 At any time, following enrolment in a course (including a full Qualification or individual unit/s of study) and prior to the designated course end date, participants may apply to cancel or withdraw from a course by completing the Course Withdrawal/Cancellation Form.
- 2.2 Any participant that cancels or withdraws from a course may remain liable for the full course fees subject to Risk Management Training Solutions' Refund Policy. *A full copy of the Refund Policy can be downloaded from our website.*
- 2.3 Any participant thinking of cancelling or withdrawing from their course should inform their trainer as soon as possible. Participant support services are available to discuss and help resolve any difficulties that might influence a participant's decision to cancel or withdraw.
- 2.4 Participants who cancel or withdraw from a course prior to completing the Qualification or individual unit/s of study will be given recognition for any units of competency satisfactorily completed up to the date of withdrawal provided all fees due up until this date have been paid in full.
- 2.5 RMTS reserves the right to cancel any course if insufficient registrations are received. Should this occur, those who are registered will be notified and their course fees refunded in full or be enrolled in an alternative course date. RMTS will not be held liable for any claims arising from course cancellation.
- 2.6 RMTS aims to be flexible and accommodating with our policy and procedures and recognise that in some cases there are exceptional circumstances that may apply. A full review of all circumstances will be conducted, and any final decisions will remain the discretion of RMTS senior management.

3. Definitions

Not applicable

4. References

Standards for Registered Training Organisations (RTOs) 2015
Standard 4 – Clause 4.1
Standard 5 – 5.2