

Applicability

treesystems advertises scheduled classes and workshops, but also conducts workshops and classes at the request of specific employers or organisations. This policy applies only to those treesystems scheduled and advertised classes and workshops.

Refund conditions for classes and workshops conducted at the specific request of employers or organisations will be the subject of negotiation at the time the class or workshop is planned.

Mandated standards

Standards for Registered Training Organisations 2015

- Clauses 5.1 to 5.3—Informing and protecting students
- Clause 7.3—Protecting pre-paid fees by students

Related documents

- Enrolment Procedure
- Enrolment Checklist
- Management calendar
- Complaints and Appeals Procedure
- Pre-enrolment Information

Actions

treesystems will publish and maintain on its website, accurate details about student fees and treesystems refund policy.

During the pre-enrolment interview, treesystems will provide the prospective student with all relevant fee information including fees that must be paid, payment terms and conditions including deposits and refunds.

Procedure to apply for a refund of enrolment fees

The person or business entity who paid the enrolment fee must make a formal application for a refund of the fee by emailing mike@treesystems.com.au, specifying which enrolment the refund applies to, and the reason for the refund.

A student may make an application for a fee refund on behalf of their employer, but the refunded fee would be paid to the employer.

Where eligible, fees will be refunded by bank transfer directly to the account of the person or business entity who paid the fees.

Eligibility for refund

Enrolment fees are charged in advance of the workshop or class to which they apply. Enrolments may be full fee paying or at subsidised fee rates (with or without concession).

treesystems accepts pre-paid fees to the full amount from business entities but limits the pre-paid amount to \$1,500 from private individuals.

Refunds will be granted at the following rates:

- If treesystems cancels a class or workshop, the full fees paid for that class or workshop will be refunded
- If the refund is requested at least 2 full weeks (14 days) before the scheduled start of the class or workshop, 100% of the fees will be refunded
- If the refund is requested between 14 days and 7 days before the scheduled start of the class or workshop, 50% of the fees will be refunded.
- No refund will be granted if the refund is requested less than 7 days before the scheduled start of the class or workshop.

These percentages apply to full fees or subsidised fees (with or without concession).

Special consideration may be made in the case of illness or other extenuating circumstances at the discretion of treesystems Executive Director (email mike@treesystems.com.au).