

Komatsu Training Academy – Refund Policy

KTA101

1. SUMMARY

Komatsu Training Academy (KTA) has a fair and reasonable refund policy. Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the participant's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the participant's right to obtain a refund for services not provided by the KTA in the event the:

- Arrangement is terminated early, or
- KTA fails to provide the agreed services.

2. PURPOSE

The purpose of this policy is to ensure that KTA informs participants and customers of KTA's refund policy, and the process to apply for a refund.

3. SCOPE

Refund – Prior to Commencing Training – Qualifications – Fee for Service (FFS)

If enrolled in a qualification an application for a refund is addressed according to the notice period given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- The \$250.00 enrolment fee is not refundable

Refund – After Training has commenced – Qualifications - Fee for Service (FFS)

No refund will be approved once the participant has commenced the training program. The participant may discuss the option to return to the same course at a future date with KTA.



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KTA101

Refund – Short Courses

If a participant is enrolled in a short course, an application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- The enrolment fee of \$250.00 is not refundable

No refund will be approved once the participant has commenced the training program. The participant may discuss the option to return to the same course at a future date with KTA.

Protecting fees

KTA will ensure that participants fees (including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner.

KTA will not collect more than \$1500 in advance. Where less than \$1,500 is collected prior to the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required. These fees are paid by/charged to the participant, a government agency, or the participants employer.

*** KTA does not collect fees in advance**

Processing time

KTA will endeavour to process all refund applications submitted in a timely manner. The applicant will be kept informed of the timeline and the refund decision.

All refund requests are submitted to the KTA Regional Training Managers for consideration. Submission of a refund does not automatically imply a refund will be approved. Each request will be processed individually to determine eligibility. An administration fee may also apply.



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KTA101

Special Circumstances

KTA will consider all circumstances associated with a refund request. Participants are encouraged to present their circumstances on the refund form with the relevant stated evidence to support the circumstance as directed by the instructions on the refund form instructions.

Dispute Resolution

If the outcome of a refund decision is not to the satisfaction of the applicant, a further **ten days** allows to submit in writing a further response. The National Training Manager - RTO will consider this further, and /or engage an independent body to further consider the request.

Inform the applicant of the outcome within **10 business days** of the dispute resolution decision.

How to apply for a refund

All requests for a refund must be made in writing using the KTA Refund Form.

1. A refund request form is available on the KTA website:
[Training Support Documents | Komatsu Training Academy - Komatsu Australia](#) or alternatively from a KTA staff member.
2. A complete refund request form and any applicable supporting documentation should be submitted to:

Komatsu Training Academy – Refund

kta@komatsu.com.au

External Agencies:

National Training Complaints Hotline on 133 873 or <https://www.dewr.gov.au/national-training-complaints-hotline>

- ASQAConnect on 1300 644 844 (VET Tip-offs) or www.asqa.gov.au/complaints

