

REFUNDS

Builders Academy Australia does not collect more than \$1500 in prepaid fees (fees in advance) from participants at any time for any course service. From time to time however a refund may be required for specific participant cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Builders Academy Australia’s relevant handbook for each stakeholder group;
- Builders Academy Australia website; and
- As a part of the *Course Services Agreement* completed with the client prior to enrolment.

Refunds may be paid automatically, or sought and negotiated on an individual basis with Builders Academy Australia, on a case by case basis.

Builders Academy Australia has publicly published on its website, and makes participants aware of this *Refund* policy before enrolment.

Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded course services. In these cases enrolment fees are non-refundable once the course service has commenced.

Co-enrolments

Builders Academy Australia charges a fee for each government subsidised course that a participant enrolls in, as relevant to the relevant government contractual requirements.

Refunds Prior to Course Services Commencement or Services Termination

Builders Academy Australia’s general refund arrangements for all clients and all course services are as follows:

Refund Arrangements	
Fee for Service Course Services	
Participant withdrawal before course commencement	Full refund of course services fees paid.
Withdrawal after course commencement.	Refund of pro rata course services fees paid with a minimum \$385.00 Cancellation Fee levied.
Government Subsidised Course Services	
Withdrawal Census Date / Withdrawal with No Penalty Cut off Date Builders Academy Australia’s withdrawal/census date is set at 20% of the duration of the unit, and is the last day which students can withdraw from a unit and be eligible for a full refund of their unit fee. The withdrawal/census date applies to each individual unit of study and not to the course as a whole.	Full refund of course services fees paid.
Withdrawal after Withdrawal Census Date / Withdrawal with No Penalty Cut off Date	Refund of pro rata course services fees paid with a minimum \$385.00 Cancellation Fee levied. <i>Note: In all cases of a mandatory government enrolment fee in relevant jurisdictions, these fees are non-refundable once the course service has commenced.</i>

Refunds Due to Non-Provision of Services

Course fees are to be refunded in full if Builders Academy Australia is unable to commence the course service as agreed due to a lack of minimum participant numbers or unforeseen circumstances.

Where Builders Academy Australia or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Builders Academy Australia default due to unforeseen circumstances, Builders Academy Australia will endeavour arrange for another course, or part of a course, to be provided to participants at no (extra) cost to the participant as an alternative to a refund. Where the participant agrees to this arrangement, Builders Academy Australia will not refund fees paid.

Refund Arrangements	
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
Builders Academy Australia is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course, as per the clients' preference.
Builders Academy Australia is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course, as per the clients' preference.

Refunds Due to Client Request / Hardship Application

Participants may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the participant's circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the National Operations Manager and shall be assessed on a case by case situation.

Where delivery has commenced, course fees have been paid and a client believes a special circumstance refund is warranted, the client may apply for a refund using the *Refund Application Form*. This form is available from any relevant Builders Academy Australia personnel and is also available within the relevant handbook for each stakeholder group.

Once completed, the *Refund Application Form* should be submitted to the National Operations Manager via email at: info@buildersacademy.com.au or via post to:

National Operations Manager
Builders Academy Australia
Locked Bag 4002
South Melbourne VIC 3205

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The client will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

Builders Academy Australia does not typically provide a refund in cases where a participant has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower participant fee.

All clients have the right to appeal a refund decision made by Builders Academy Australia. Please refer to the *Complaints* section for further information.

Third Party Refunds

If course services fees have been paid to Builders Academy Australia by a third party, any refunds payable will be remitted to that third party.