

Refunds, Withdrawal and Cancellations Policy

1. Purpose

This policy outlines SWC Training's approach to refunds, withdrawals and cancellations in a fair, transparent and compliant manner.

2. Scope

This policy applies to all learners enrolled in government-funded and fee-for-service courses delivered by SWC Training.

3. Withdrawal by the Learner

Learners may withdraw from their course at any time by submitting a written request to SWC Training.

- Where a learner withdraws prior to course commencement, refunds will be considered in accordance with enrolment terms
- Where withdrawal occurs after commencement, fees may be adjusted based on training delivered and administrative costs incurred
- Government-funded enrolments are subject to relevant funding body rules and reporting requirements

4. Refunds

Refunds will be assessed on a case-by-case basis, considering:

- Course commencement date
- Training and assessment already delivered
- Funding eligibility and contractual obligations
- Evidence of exceptional circumstances (e.g. medical or compassionate grounds)

Refunds are not automatic and will not be provided where training or assessment has been delivered, except where required by legislation or funding contracts.

5. Cancellation by SWC Training

SWC Training may cancel a learner's enrolment where:

- The learner fails to meet course requirements despite support and intervention
- Fees remain unpaid
- The learner breaches SWC Training policies or codes of conduct
- The course is cancelled or discontinued

Learners will be notified in writing, and where applicable, referral to support services or alternative options may be discussed.

6. Traineeships and Apprenticeships

For learners enrolled under a traineeship or apprenticeship:

- Withdrawals or cancellations may be managed in consultation with the employer and relevant Australian Apprenticeship Support Network
- Funding bodies will be notified where required

7. Appeals

Learners may appeal decisions relating to refunds, withdrawals or cancellations in accordance with SWC Training's Complaints and Appeals Policy. Enrolment status will be maintained during the appeal process where required.

8. Responsibility and Review

The National Quality and Compliance Manager is responsible for ensuring this policy is implemented and reviewed.

This policy will be reviewed every 12 months or as required.