

Administration Fee

An initial administration fee/deposit of \$50.00 will apply to the course, this amount is non-refundable unless the course is not being delivered due to reasons pertaining to Gold Coast Cabs and the training/education is no longer offered.

Withdrawal before commencement of course

A student who has paid fees for a course and does not commence that course will receive a refund or credit of the fees paid if student has given at least two business days notice prior to the start date.

Any cancellations must be notified no more than 3 days prior to a course start date and an original receipt must be presented to be eligible for a refund. A refund must be applied for and collected within 30 days of invoice date or no refunds will be given.

Withdrawal after commencement of course

If a student withdraws from the course subsequent to commencement, and no special circumstances apply, the student will not receive a refund of any fees paid for the training. Special circumstances are circumstances that:

- Are beyond the student's control (e.g. serious illness)
- Made it impracticable for the student to complete their requirements

Cancelled Course

If Gold Coast Cabs is for any reason unable to complete the delivery of the training for which a student has paid fees, the full fees paid for the training that has not been delivered will be credited to a future course or refunded within 14 days.

Application for refund

For any refund to be granted, an application for refund must be completed and submitted to the administration staff. All refund applications must be approved by the Chief Executive Officer before any refunds can be issued. Refund application forms are accessible from the administration staff.

Failure of required competency assessment

If a student is unsuccessful in achieving a competency he/she will only be issued with a transcript of the achieved competencies thus far. Any requirements not met in line with the course will have to be completed by re-enrolling in a subsequent course to repeat previously unsuccessful competencies and therefore resulting in further course fees.

If the first assessment attempt is unsuccessful the participant shall be offered another opportunity, under the guidance of the trainer, to re-submit that assessment in an effort to gain competency. If the re-submitted work is still deemed "not yet competent" the participant will be required to complete the entire unit again at a time in the future when that unit of competency will be delivered.

Confirmation of training

Once a student has qualified for enrolment, paid applicable course fees and enrolled onto a driver training program Gold Coast Cabs will ensure that all students will have the opportunity to complete the training. If for any reason Gold Coast Cabs is unable to deliver the agreed training program it will be the responsibility of Gold Coast Cabs to ensure the student is placed into a program with another RTO to complete the training. Alternatively, any course fees applicable to the non-delivered units are to be refunded.

Access of student records and progress

Once enrolled and participating in training, all students will have access to their own records of participation, progress and competency outcomes.

This information will be provided to students upon request to the Training Coordinator. Sufficient Identification (such as a passport or drivers licence) will be required before any information is disclosed. See policy on issuance of replacement of certificates for associated fees.

Student records and personal information will never be disclosed to a third party without the written consent of the student.