



Refunds Policy

Purpose:

Training Ready Arena (TRA) undertakes the following policy regarding refund of registration and course fees of a student enrolled/registered with TRA.

Scope:

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds and applicable to all students (International and Domestic) enrolled with TRA.

Related Documents /Policies:

Enrolment/Registration form
Refunds form
Refunds Policy

Refunds Records:

TRA will maintain all the refunds evidences

Refunds Approvals and Calculations:

The approval and calculations of refunds will be undertaken independently by Training Ready Arena (TRA) Management.

Grounds related to Students' Refunds:

- A. TRA will refund the amount (*prepaid unspent course fees*) to a student within 4 weeks of receipt of the refund request through its Refunds Form (*available on its website*), if a student's enrolled course is cancelled (*prior to the original start date and time*) by Training Ready Arena
- B. TRA will not refund the prepaid unspent course fees, paid by the student; if a student's enrolled course is rescheduled (*prior to the original start date and time*) by Training Ready Arena to be held within 14 calendar days from the actual date of commencement/start.
- C. Once a student registers for a course, Refunds will not be given for any fees paid except in the following cases only; where (*before the start of the course*)
 - i. A student faces an emergency, which makes it impossible for the student to be ever able to do the course (*an evidence will be required*)
 - ii. A student falls in such circumstances where hardship can be life threatening (*an evidence will be required*) and his/her survival depends on the course fee paid.
 - iii. A student dies, paralyzed for unforeseen time or becomes insane (*an evidence will be required*).

There will be no refunds given whatsoever, once a student starts/commences a course (*incompletion will be irrelevant in this case*).

Withdrawals and Terminations:

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Training Ready Arena (TRA)

In the event that a student wishes to withdraw from the course after commencing the course, or student's registration is terminated because of a student's misleading information (*provided to TRA*) or misbehavior, or pursuant to TRA's policies (*including Terms and Conditions*), all fees for the relevant course/s will be non-refundable.

All applications for refunds must be made in writing by way of the Refunds Form available on TRA's website: www.tra1.net within 13 weeks of the event that entitles the student to a refund.

Students can also contact TRA administration at +61 3 8686 9110, during office hours.

All requests for special considerations (*if not mentioned above*) are to be forwarded to the Management through Contact Us page on TRA's website. The Management will decide on the facts given, and advise the student of the response in writing within 14 calendar days of receipt.

Fee Paid by an Organization (other than by the student)

- Where a student's fee is paid by an organisation, refunds will be processed as per TRA's terms of agreement with the funding organisation.
- A written request through Refunds Form must be received from the organization seeking a refund
- All refunds are to be made within 4 weeks of receipt of the written request, and via the same means of original payment (Bank Transfer/Credit Card/Debit Card).

Jurisdiction

Australian legislations will apply

Any breach of this policy must be reported in accordance with the complaints and appeals policy and procedure. If no complaint is lodged, but TRA becomes aware of a possible breach, the management will ensure that the matter is properly investigated and resolved.