



Vigil Training College

Email: info@vigiltrainingcollege.nsw.edu.au Web: www.vigiltrainingcollege.nsw.edu.au
 RTO NO : 40877 Security Master License No: 410519198 ABN :57 145 992 445

Fee and Refund Policy

Cost: Following are the cost of course per participant. Cost of course includes the learner guide and students handout

Course	Fee (including GST)
NSW Security Licensing Course Class 1AC (CPP20212 Certificate II Security Operation)	495
HLTAID003 Provide First Aid	100
HLTAID004 Provide an emergency first aid response in an education and care setting	120
HLTAID001 Provide cardiopulmonary resuscitation	60
SITHFAB201 Provide Responsible Service of Alcohol	150
SITHGAM201 Provide Responsible Gambling Services	120
CPCCOHS1001A Work safely in construction industry	110
RPL Application Fee (Non Refundable, need to be paid with RPL application and will be adjusted from RPL Fee)	100
HLTAID003 Provide First Aid (RPL Fee)	100
SITHFAB201 Provide Responsible Service of Alcohol (RPL Fee)	100
SITHGAM201 Provide Responsible Gambling Services (RPL Fee)	100
CPCCOHS1001A Work safely in construction industry (RPL Fee)	100
Reissuance of Statement of Attainment or Qualification	30

1) **Method of Payment (Applicable to All courses)**

Fees can be paid by cash, credit card, cheque, Money order or electronic transfer into VIGIL accounts.

Note cheques will need to clear before the course can commence. As soon as we receive clear payment (instantaneous for all but payers by cheque) students will be able to book into a course.

2) **Fee Refund Policy for Security Course CPP20212 Certificate II in Security Operations**

The course needs to be booked in advance and at least an Administration Fee of \$100 is required to be paid during time of the booking.

A full refund of the course fee including administration fee is available, provided we receive a notice of cancellation at least five working days prior to commencement of the booked course. If we receive less than five days' notice we can refund your fee, a refund will not be given on the administration fee.

If the participants withdraw voluntarily from the course after commencement of the course, they will not be entitled to any refund; however they will be issued with a statement of attainment for any units of competency that they have attained.

3) **Fee Refund Policy (First aid, CPR, White card RSA & RCG)**

Courses need to be booked in advance and a full payment of course is required to book the course. A full refund of course fee is available:

Cancellation of the course for 1 day course , notice needs to be done at least 5 working days prior to the course date, less than 5 working days notice of cancellation will result in 50% refund. No refund is available if the student commences course and withdraws voluntarily from the course.

4) **Transfer of Course**

Students who wish to transfer the course from one to another (after the commencement) will have to pay \$125 as an administration fee and also need to provide the evidence of not attending the course(reason)

5) **Cancelation of course by Vigil**

If Vigil Training College cancels or fails to complete a course a full refund will be made to students within five working days, the Student will also be given the option of rescheduling the course without any penalty.

Students, who choose not to continue with an alternative course date but have successfully completed some unit/s of a course, will be issued a statement of attainment for the unit/s in which they have demonstrated competency plus a full refund of their course fee.

6) **Method of Refund**

Refunds will be paid in the same manner that initial payments were made i.e. refunds to credit cards if that was the original method of payment. We cannot refund in cash unless we were originally paid in cash.

7) Replacement Qualification or Statement of Attainment

Requests for a replacement qualification or statement of attainment (within the 30-year period) are handled in a timely manner.

Request is to be made directly to CEO who will coordinate the administration officer to provide record to the students. Students need to make the request in writing/email by filling and submitting Participant Record Access Form (PRA Form) available with Administration Officer or alternately download from our website or call Vigil to obtain the form.

All Students must be aware that they required provide their photo-identity such as RMS Photo ID, Drivers licence or Passport. The name on the ID must match the name on our records otherwise we will not be able to process your request.

Vigil Training College charges for replacement of Statement of Attainments or Qualification, should a replacement certificate be required, the Employer or the Student will be charge \$30 including GST. The replacement will be issued within 14 working days of receipt of written request

8) Our Guarantee for fees paid in advance

The Vigil Training College guarantees the security of any payments made in advance by or on behalf of potential students. All students will be issued a receipt by our RTO and we guarantees that no fees will be used for any purpose other than those for which they are intended and fees paid in advance will not be transferred to the Vigil's main account until course and participant commencement. The refund policy will be adhered to in all cases. In the case of financial failure of our RTO we will subcontract the remaining requirements of any training or assessment or program to another approved RTO at no additional cost to the student. However in that case the students have right to go to any other RTO and receive a full refund from Vigil plus Statement of Attainment of the units for which they had completed and demonstrated competency