

New Horizons will ensure that it maintains sound financial practices, ensuring the financial security of the RTO and enabling its ongoing viability, profitability and growth. Conservatism will prevail as the key influence over financial decisions. Equally, an uncompromising commitment to integrity and professionalism will remain the keystone to all finance, banking, investment and general business transactions.

New Horizons will:

- Ensure it complies with the “Financial Viability Risk Assessment Requirements”;
- Implement and maintain effective business planning and financial management processes;
- Ensure that accounts are certified by a qualified accountant (Certified to Australian Accountant Standards) at least annually and are made available to the VET Registration body upon request;
- Ensure that a full financial audit of the RTOs financial accounts from an independent qualified accountant (Certified to Australian Accountant Standards) is obtained and made available to the VET Registration body upon request;
- Implement and maintain procedures to protect fees paid in advance, to comply with the ‘Schedule 6 - Requirements for Fee Protection’ of the Standards for RTOs 2015.
- Provide clients with complete and accurate fee information.

New Horizons is also committed to ensuring fair and reasonable refund practices. Participants that cancel their enrolment are subject to the following notice requirements to be given to New Horizons Safety and Training Services to receive a refund or course credit:

- Notice of cancellation must be given no less than two (2) business days prior to the course commencement to receive a full refund of fees paid. This is applicable to regular calendar scheduled courses (excluding High Risk)
- Notice of cancellation must be given no less than five (5) business day prior to the course commencement to receive a full refund of fees paid. This is applicable to High Risk, Corporate/Business/Private Bookings.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment after the course commencement date.
- A person with the required course pre-requisites can be substituted to complete the course in the event the original participant enrolled cannot complete the course for any unforeseen reasons. Notice of substitution must be provided no less than one (1) business day prior to the course commencement.

Note: In the event the participant is prevented from completing the course due to personal injury, death, or a death in the immediate family; a course credit may be granted if the relevant documentation is provided to New Horizons Safety and Training Services. No refunds will be given under these circumstances or any other circumstance.

To be eligible for a course refund the participant must complete a refund request form and return it within five (5) days from notice of course cancellation. In the event this form cannot be completed and returned in the required time frame please advise our office staff so that alternate arrangements can be made.

In the event that a course credit is issued, they will not be transferrable and cannot be refunded. The credit must be utilised within six (6) months of issuance. To be eligible for a course credit, the participant must complete and return a refund request form within five (5) days from notice of course cancellation.

In the rare event that New Horizons Safety and Training Services have no option but to postpone or cancel scheduled prepaid training, the participants will be refunded all prepaid course costs. Alternatively, the participant can re-enrol to complete the same course at a future date or a course credit can be given to complete another course/s with New Horizons Safety and Training Services (to the same value).

Where New Horizons Safety and Training Services have no option but to postpone scheduled prepaid training where circumstances are out of our control (i.e. weather conditions, machinery faults, etc.), a course credit will be issued for use within six (6) months.

  
Managing Director

25-6-2019  
Date