

Purpose

This policy will outline the procedure for handling student fee refunds Policy statement.

General

1. The *Organisation* will ensure staff have access to policies. The definitions at the end of this policy must be read to support understanding. Where definitions are required, the word/s will be in *italics*.
2. The *Organisation* requires students to pay their fees on time as per the course information given to the student at the time of enrolment.
3. The *Organisation* strongly advises students to consider their work and/or personal commitments before enrolling in any courses.
4. The *Organisation* will ensure all staff and students associated with the Registered Training *Organisation* (RTO) are advised of this policy at the time of induction. Staff and students will be given reasonable access to this policy.

Grounds for refund

5. Students will receive a full refund of fees paid and waiver of administration charge (if applicable) in the following circumstances:
 - a) the course is cancelled;
 - b) if the location changes and is not serviceable by the RTO training team;
 - c) if the qualification is removed from the RTO scope of training;
 - d) the course is rescheduled to a time and location that is unsuitable for the student; or
 - e) the student withdraws within the ten (10) day cooling off period or prior to the census date.
6. Generally, no refund will be given once the student reaches the census date. However, in some instances a student may be able to receive a pro rata refund for unavoidable circumstances at the discretion of the RTO manager.
7. No refunds will be given for Recognition of Prior Learning (RPL).

Procedure for applying for refund

8. To apply for a refund, students must complete **RTO-FOR-020 Fee Refund Application Form** and return it to the RTO manager within 28 days of the acceptance of their enrolment.
9. If the student is unhappy with the outcome of their refund application, the student may lodge a written complaint.

Cooling off period

10. A ten (10) day *cooling off period* applies for all enrolments. However, this *cooling off period* is deemed to be waived if the student commences training and/or submits assessment materials during that period. By this action they are deemed to have entered fully into a contract of service provision with the RTO.

Reporting requirements

Refer to **QM-FOR-014 Organisational Chart**.

Legislation compliance

Refer to **QM-SS-001 Regulations and Legislation Register Spreadsheet**.

Implementation

The *Organisation* will:

- review and update this policy at least annually, or more frequently if required;
- ensure all staff are aware of this policy;
- ensure that this policy is always available to all staff and students; and
- will only refund any monies to the person or *Organisation* that originally paid the invoice at the time of enrolment.

The RTO staff will:

- deliver this policy, and ensure all staff are aware of this policy;
- identify staff training needs, and ensure that these needs are addressed by escalating training requirements as required;
- alert their line manager immediately of any breaches of policy or regulations relating to learners right to a refund;

- alert their line manager if they believe their training requirements have not been met; and
- follow **RTO-PRO-005 Refund Procedure** when a student is being granted a refund.

Students will:

- notify the RTO in writing of their intention to withdraw from a course of qualification; and
- complete **RTO-FOR-020 Fee Refund Application Form** if they wish to apply for a refund.

Related policies, forms and checklists

RTO-FOR-020 Fee Refund Application Form

RTO-PRO-005 Refund Procedure

Definitions

Cooling off period: a period during which a student may cancel an enrolment.

Organisation: One Tree Community Services Incorporated.

Version History

Version <i>(ISOC only)</i>	Submitted by	Change Date	Approver	Approval Date	Description
4.0	Annmarie Mulrennan/ Sam Bullen	20/04/2020/ 05/05/2020	Pathfinders/ Coral Callan	21/05/2020/ 02/06/2020	Minor updates and formatting
5.0	Danielle Baker/Sam Bullen	14/04/2020	Alice MacPhillamy (QMT)	13/05/2021	Minor wording changes