## Purpose and context

[RTO name] are committed to providing high-quality training and education services to our valued students. We understand that there may be instances when you need to seek a refund for your course fees. This Refund Policy and Procedure outlines the circumstances under which a refund may be granted, and the steps involved in processing such requests.

The intent of this policy is to provide clear and fair criteria and processes for granting refunds. We aim to manage refund requests in a transparent, fair, and timely manner, ensuring the financial rights of our students are respected.

## Legal and Regulatory Background

This policy has been developed to promote compliance with the following legal and regulatory requirements.

| Name of requirement | Standard / Clause reference |
| --- | --- |
| Standards for Registered Training Organisations (RTOs) 2015 | 7.3 |
| National Code of Practice for Providers of Education and Training to Overseas Students 2018 | 2, 3 |
| Australian Consumer Law | All |

Important terms used in this policy:

| Term | Definition |
| --- | --- |
| Refund | A sum of money paid back to a student under certain circumstances described within this policy. |

## Policy

Cancellation by Our RTO: Full refunds will be provided if a course is cancelled, or significantly rescheduled, by our RTO.

Withdrawal by the Student: If a student withdraws from a course before the commencement date, they may be eligible for a full or partial refund, depending on the notice given. If the student withdraws after the course has commenced, a refund may not be available.

Exceptional Circumstances: In the case of exceptional circumstances such as severe illness or hardship, a partial or full refund may be granted at the discretion of our RTO.

Application for Refund: To apply for a refund, students must submit a written request outlining the reasons for the refund. This request will be assessed, and students will be notified of the outcome within 14 working days.

Unsuccessful Applications: If a refund application is unsuccessful, the student will be given a reason for the decision and information about how to appeal if they are not satisfied with the outcome.

A student is eligible for a refund if:

1. We cancel the course before it commences.
2. The student withdraws from the course before it commences, and at least five business days' notice is given in writing.
3. The student withdraws from the course after it has commenced due to exceptional circumstances, which will be assessed on a case-by-case basis.

A student is eligible for a partial refund if:

1. We discontinue the course after it has commenced.
2. They withdraw from the course after commencement and have completed less than 80% of the course.

A student is not eligible for a refund if:

1. The student withdraws from the course after it has commenced and has completed more than 80% of the course.
2. The student has breached our Code of Conduct or policies, leading to termination.

## Procedure

1. Requesting a Refund:

* To request a refund, the student must complete the 'Refund Request Form' available from the website or our Student Support team.
* The student must provide supporting documents (if applicable) for consideration, such as medical certificates, evidence of exceptional circumstances, or any other relevant documentation.

1. Refund Processing:

* Upon receiving a refund request, we will review the application and supporting documentation (if any) within ten business days.
* If the refund is approved, we will process the refund within 20 business days of the approval date.
* Refunds will be made using the same payment method used during enrolment, unless otherwise agreed upon.

1. Partial Refunds:
   * If the student has completed less than 80% of the course and is eligible for a refund, a partial refund will be calculated based on the unutilized portion of the course.
2. Non-Commencement or Cancellation:
   * If we cancel the course before it commences, the student will receive a full refund of all fees paid.
3. Exceptional Circumstances:

* In cases of exceptional circumstances leading to withdrawal from the course after commencement, the student may be eligible for a refund or credit towards future courses.
* Each situation will be assessed individually, and a decision will be made at the Finance Manager’s discretion.

1. Communication of Refund Decisions:
   * We will communicate the decision regarding the refund request in writing to the student, providing reasons for approval or denial. All documentation must be stored in th client file for future reference (invoices, receipts, refund requests, communication to and from learners).
2. Appeals Process:
   * If a student is dissatisfied with the refund decision, they have the right to appeal. The student must submit their appeal in writing to our Student Support team within ten business days of receiving the refund decision. See POL08 Complaints and appeals policy for additional information about handling non-academic appeals.
3. We will review the appeal and respond within ten business days of receiving the appeal.

## Responsibility

The Operations Manager, or equivalent role, is responsible for the implementation of this policy and ensuring all refund requests are processed in accordance with this policy.

## Associated Forms/Documents

**Forms:**

POL04.F1 Refund Request

### Version Control and Review

This policy will be reviewed annually, or as needed, to ensure its ongoing relevance, effectiveness, and compliance with changing regulations or standards.

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| --- | --- | --- | --- |
| Version | Created | Action | Responsible Party |
| 0.1 | July 2023 | Draft Created | Blood and Bell |
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