

1. Purpose

College Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, College Australia is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Aims

College Australia is committed to ensuring fair and reasonable refund practices.

College Australia will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of College Australia Refund Policy are to be publicly available on webpage and in Student Handbook.
- b) Students must apply for refund using the Refund Request Form within 21 days of withdrawing (or cancelling) from the course. Receipt of the form must be received by COB of the 21st day after notification of withdrawal. This will be subject to the conditions of the refund policy.
- c) Payment of all refunds is made within 21 days (3 weeks) of receipt of application for refund.
- d) With regard to all withdrawals, College Australia will firstly encourage a client to enrol on another course date or defer their studies for a maximum period of 3 months, prior to processing refund applications.
- e) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email, or the completion of the refund form.
- f) There is no refund applicable where a client has commenced their course/unit.
- g) There is no refund to participants who do not obtain their qualification after assessment.
- h) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- i) College Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- j) College Australia provides a full refund to all clients, should there be a need for College Australia to cancel a course. In the first instance College Australia will (where possible) provide an opportunity for the client to attend another scheduled course.
- k) If College Australia cancels a course, clients do not have to apply for a refund, College Australia will process the refunds automatically.
- l) The term “**course commencement**” is specified as:
Online / Blended delivery - the day the student received notification of online login details for College Australia’s e-learning system, unless otherwise stated in the tables below;
or
Workshops - first day or workshop for face-to-face delivery (this excludes blended delivery models); **or**
RPL - Initial Interview (Stage One) of RPL process.

- m) The term “**administration fee**” is considered to be the ‘per unit’ fee as outlined in the Pay by Unit fee for the relevant qualification for full fee students or the ‘total fee’ for Government Funded Qualifications. The administration fee is the equivalent of the payment for the initial unit of study.
- n) No cooling off period applies after course commencement.
- o) The term “**previewing unit**” refers to logging into the eLearning system (online and blended students) and opening the unit or postage of paper-based units.

Upfront Payment

Please see the above Policy Principles (section 3) for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to course commencement.	100% of the course fee less administration fee (\$150)
Client withdraws	In writing, after course commencement but prior to engaging with training and assessment activities in the first unit or previewing unit.	100% of the course fee less administration fee (\$150)
Client withdraws	In writing after course commencement and engagement with unit activities including previewing unit.	Fees paid less the equivalent of ‘per unit’ fee for each unit commenced, regardless of outcome of unit also less administration fee (\$150)
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdraws from course after 6 months and has not met training plan requirements		Nil Refund

Pay by Unit Payment

Please see the above Policy Principles (section 3) for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to course commencement.	Full unit fee payable by client. Nil refund Administration Fee non-refundable
Client withdraws	In writing, after course commence but prior to engaging with training and assessment activities in the first unit.	Full unit fee payable by client. Nil refund Administration Fee non-refundable
Client withdraws	In writing after course commencement and engagement with any unit activities including previewing unit.	Full unit fee payable by client for each unit commenced, regardless of outcomes of unit. Nil refund Administration Fee non-refundable
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund Administration Fee non-refundable
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdraws from course after 6 months and has not met training plan requirements		Nil Refund

Recognition of Prior Learning

Please see the above Principles for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to Initial Interview (refer to RPL Process Stage One)	100% of the course fee less administration fee (\$150)
Client withdraws	In writing, after Initial Interview (refer to RPL Process Stage One) prior to Supervisor Conversation (Stage Two)	100% of the course fee less administration fee (\$150)
Client withdraws	In writing RPL Stages Two - Four	Nil refund
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdraws from course after 6 months and has not met training plan requirements		Nil Refund

Government Funded Courses

This includes Certificate 3 Guarantee, Higher Level Skills, User Choice, or other funding as current at the time of enrolment.

Please see the above Policy Principles (section 3) for definitions. The following refunds only apply if the Refund Request Form is received with the specified time frames.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, prior to course commencement.	Nil refund
Client withdraws	In writing, after course commence but prior to engaging with training and assessment activities in the first unit.	Nil refund
Client withdraws	In writing after course commencement and engagement with any unit activities including previewing unit.	Nil refund
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)
Client withdrawn from the course by College Australia (All students)	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by College Australia (All students)		100% of the course fee (paid by the client)

Other Charges

This includes fees applicable to deferrals and re-commencement of enrolments.

Reason for Charges	Notification requirements	Amounts
Client wishes to defer enrolment for a period over 3 months	Deferral commences from the date application has been received	\$300
Client has dis-engaged and wishes to recommence	Student has made no contact for a period of 3 months or more. This is commenced from the last day of contact.	\$300

4. College Australia Responsibilities

The College Australia Director is responsible for ensuring compliance with this policy. Appropriate delegate of College Australia will process refund requests within 21 days from the day of receipt of request.

5. Records Management

All documentation from Refund processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

6. Monitoring and Improvement

All Refund practices are monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

7. Related Documents

Policies

- Discrimination & Harassment Policy
- Continuous Improvement Policy

Forms

- Refund Request Form
- Withdraw, Defer or Transfer Form