

# Refund Policy

## 1. Purpose

Vocational Training Services is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Vocational Training Services 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. Policy Statement

Vocational Training Services is committed to ensuring fair and reasonable refund practices.

Vocational Training Services 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 for fee for service-based courses.

- a) Vocational Training Services (VTS) Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Vocational Training Services will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) 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.
- e) There is no refund applicable where a client has commenced their course unit and the census date has lapsed.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) Vocational Training Services does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) Vocational Training Services provides a full refund to all clients, should there be a need for Vocational Training Services to cancel a course. In the first instance Vocational Training Services will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If Vocational Training Services (or a Third Party operating on VTS' behalf) cancels a course, or ceases to provide the agreed services, clients do not have to apply for a refund, Vocational Training Services will process the refunds automatically based on the proportion of the services not provided.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

In line with the DTWD Fees and Charges Policy, the following principals underpin in this policy for state funded training courses.

- a) Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:
  - i. a unit is cancelled or re-scheduled to a time unsuitable to the student; or
  - ii. a student is not given a place due to maximum number of places being reached.
- b) VTS Accountable officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer and assessor, or due to other circumstances caused by VTS.
- c) VTS will set census/withdrawal dates for each unit at no less than 20% of the way through the period during which that unit is undertaken.
- d) Students who withdraw for reasons other than those outlined and who lodge a withdrawal form on or before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and
  - i. a full refund of the resource fee if the course is a Diploma course; or
  - ii. 50% of the resource fee if the course is below Diploma level.
- e) VTS Accountable officers can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control. For example
  - i. serious illness resulting in extended absence from classes.
  - ii. injury or disability that prevents the student from completing their program of study; or
  - iii. other exceptional reasons at the discretion of the accountable office
- f) In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds will be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.
- g) Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25.00 re-marking charge is to be refunded.

### 3.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by <b>Vocational Training Services</b>	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by <b>Vocational Training Services</b>		100% of the course fee (paid by the client)

- A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

### 3.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units <b>NOT</b> commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the client is Refunded

## 4. Vocational Training Services Responsibilities

The Student Services and Administration Manager, Vocational Training Services is responsible for ensuring compliance with this policy.

Student Services and Administration Manager of Vocational Training Services will process refund requests within 1 week from the day of receipt.