



## Refund Policy

### PURPOSE

1. To set out the circumstances under which clients may claim a refund and the process for facilitating refunds. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

### SCOPE:

2. This policy covers all fees and charges payable for training services provided within Australian College of Training scope of registration.

### CANCELLATION OF TRAINING PROGRAMS AND SERVICES

3. Australian College of Training is committed to fair and transparent fees and charges associated with cancellation of training programs or services and working with learners to minimise any cancellation fees they may incur. Learners are offered transfer options as well as deferral of program options where possible to avoid unnecessary cancellation.

#### **Cancellation of fee for service training programs (not short courses).**

4. In the event that a client cancels their enrolment prior to commencement of the chosen training program the following applies:
  - I. Cancellation of enrolment 11 business days prior to the proposed commencement date of a training program will result in 100% of training fees refunded. Enrolment or administration fees charged are non-refundable and may be deducted from the initial deposit.
  - II. Cancellation of enrolment less than 3-11 business days prior to the proposed commencement date will result in an early cancellation fee. Cancellation, enrolment or administration fees charged are non-refundable and may be deducted from the initial deposit.
  - III. Cancellation of enrolment **48hrs or less** prior to the proposed commencement date will result in a late cancellation fee. Cancellation, enrolment or administration fees charged are non-refundable and may be deducted from the initial deposit.
5. Where payments have been made on a unit commencement basis, refunds do not apply.
6. Where there are other training costs such as non-refundable costs incurred by Australian College of Training as authorised by the client or responsible person in writing; (i.e. airfares, accommodation, booking and/or cancellation fees incurred from cancelling these arrangements) the client or responsible person will be invoiced and responsible for these costs.
7. If a client wishes to cancel their enrolment, a Request to Cancel or Withdraw From a Training Program Form is completed and submitted to the College Registrar as soon as possible to minimise cancellation fees.



### **Cancellation of training contracts (Apprenticeships and Traineeships)**

8. Cancellation of a training contract for an apprenticeship or traineeship is covered by Department of Training and Workforce Development (DTWD) VET fees and charges policy. Cancellations or withdrawals must be advised in writing using the DTWD Cancellation form available on the Apprenticeship Office website or by asking your trainer or the College registrar. No refunds apply for training/units commenced.

### **Cancellation or non-attendance of short courses**

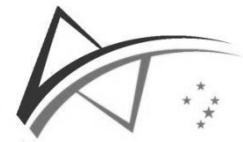
9. Short courses are defined as those courses that are comprised of one or more units of competency or non-accredited workshops that do not result in a qualification. These include single unit or clustered unit delivery, industry endorsed skills sets or professional development type workshops.
10. In the event that a client cancels their enrolment prior to commencement of the chosen short course, or is a “no show” on the day of commencement the following applies:
  - a) Where learners withdraw with 11 or more business days’ notice prior to commencement a refund will be given, no cancellation fee will apply.
  - b) Where learners withdraw between 6-10 business days’ notice from commencement an early cancellation fee will apply.
  - c) Where learners withdraw with 3-5 business days’ notice prior to commencement a late cancellation fee will apply.
  - d) Where learners withdraw with less than 48hrs notice prior to commencement, 50% of total course fees still apply.
  - e) Non-attendance without prior approved notice (“no show”) will incur no refund of the full course fees (100%) or where a partial payment of the course fees has been paid; the responsibility of full payment of the total course fees still remains with the learner or responsible person.
11. If learners wish to transfer to another course, or have another person attend in their place, then at least 3-5 business days’ notice is to be given. A transfer fee will apply. An enrolment fee will apply to the person taking their place in the course.

### **College cancellation of training programs or short courses**

12. Australian College of Training reserves the right to cancel a training program or short course if insufficient enrolment is received prior to the commencement. If a training program or short course is cancelled, prospective participants will be duly notified and where possible a suitable alternative will be offered.
13. If the alternative is not suitable to the learner, a full refund of total tuition fees will be applied. If learners opt to transfer to another training program or short course other than the original course enrolled in, no transfer fees apply.

### **Withdrawals from training programs or short courses**

14. Where a client has commenced a training program or short course and wishes to withdraw from the remainder of the program, all tuition fees and charges for training commenced are not refundable including resources.



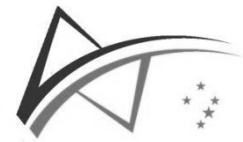
15. In the event of a withdrawal from a training program that has commenced and where clients are in an instalment payment arrangement, and tuition fees and charges are still due for training that has been commenced, the learner or responsible person is still liable for all outstanding monies owed to Australian College of Training, including any debt recovery costs incurred by the College due to not finishing the training program.

#### **NON-REFUNDABLE FEES AND CHARGES**

16. The following fees and charges are not refundable:
- a) Enrolment fee
  - b) Tuition and resource fees once training is commenced
  - c) Recognition application fee
  - d) Recognition of prior learning fees (RPL) once RPL has commenced
  - e) Any assessment fees where a “not yet competent” outcome is reported
  - f) Any miscellaneous costs incurred by the College on behalf of the client

#### **Cancellation and Refund Terms and Conditions**

- a) If clients wish to cancel their enrolment written advice to cancel must be provided a minimum 11 business days’ notice prior to the commencement date of the training program or short course to receive a full refund. Cancellation fees apply if shorter notice is provided.
- b) Non-attendance (“no show”) without approved notice will incur full course cost.
- c) The term “commencement” in this policy refers to the first day of the first program attended by the client, or in the instance of work-based learning/distance or e-learning, the client’s nominated commencement date on their enrolment form, the first contact with their trainer to complete a training plan and/or receive resources, whichever is the first instance.
- d) If a client commences a short course, but does not complete the short course, the full course fee is still payable.
- e) If clients wish to transfer to another training program or short course, then at least 3-5 business days’ notice is to be given. Transfer fees apply and are non-refundable.
- f) In the event of a withdrawal from a training program that has commenced and where clients are in an instalment payment arrangement, and tuition fees and charges are still due for training that has been commenced, the learner or responsible person is still liable for all outstanding monies owed.
- g) If an enrolment is terminated by the College for a breach of Learner Code of Conduct or as a result of non-attendance or extended non-participation (3 months or more or irregular participation) no refund applies.
- h) In exceptional cases of financial hardship or other extenuating circumstances, the client may make an application for full or partial refund in writing to the General Manager. Outcomes of such requests are at the discretion of the General Manager. Refer to Special Circumstances Policy for defined grounds for financial hardship or special/extenuating circumstances.
- i) The resource fees paid in addition to tuition fees for resource and/or text books are non-refundable. Resource books cannot be returned after purchased.
- j) Administration fees and charges are non-refundable.
- k) Recognition application kits are non-refundable.



- l) RPL Assessment fee does not guarantee a 'competent' outcome and fees paid are non-refundable if an assessment outcome of 'not yet competent' is awarded.
- m) All RPL assessment fees provide for one re-submission only. If a client requires additional assessment, additional fees apply. These additional fees are non-refundable.
- n) Applications for refunds must be made in writing by completing the Request for Refund Form and submitted to the College registrar within 14 days of the cancellation or withdrawal date.
- o) Refunds are approved by the General Manager and notification of approval is made within 21 days of receipt of the Request for Refund Form.
- p) If application for refund is approved, payment will be made to the client or responsible's person's nominated back account only, and within 14 days of the approval date.
- q) If refund application is not approved the client or responsible person has 14 days to lodge an appeal of the decision. The appeals process is outlined in the Complaints and Appeals Policy.
- r) All refunds are to be logged in the Refund Log.
- s) Details concerning the scope of Australian College of Training Refund Policy are clearly communicated and disseminated to prospective clients in these terms and conditions prior to enrolment and further communicated through the Learner and Employer Handbooks (hard or electronic copy). Full policy is available on request.