

POLICY-REFUNDS	
Title	Refunds
Purpose Describe policy intent	This Policy is to set down what conditions under which the College will refund fees paid for course delivery or service
Scope List who this policy and procedure applies to	All Office Staff All Centre Coordinators All Staff who deal with Participants Participants and prospective Participants.
References and legislation	National Vocational Education and Training Regulator Act 2011 Standards for RTO Organisations 2015 College Brochure Fair Trading regulations Fair Trading website http://www.fairtrading.nsw.gov.au/ftw/home.page?
Definitions	Complaint- a concern raised by an individual or group about any of our courses or services. Refund – The return of fees and changes paid by participants. Cancelled Courses – any course, which is not conducted for any reason, either before or after its due commencement date and time.
Policy	Refund information will be advertised in our College brochure and on our website. A request for a refund must be applied for in writing to the College and at least 14 days prior to the course commencement. An advertised cancellation

	<p>fee will be charged for all cancellations. If the college cancels a course any fees paid will be refunded in full. There are no refunds available for online learning courses.</p> <p>Participants who are dissatisfied with the course delivery may apply to the College for a refund within 7 days of their course completion. All refunds will be at the discretion of the Principal.</p>			
Relevant documentation	<p>Refunds Processing cover sheet</p> <p>Access and Equity Policy</p>			
Communication and support for staff	<p>Policies are available to all staff via electronic access upon commencement with the College. Updates will be communicated via email notification.</p> <p>Hard copies will be made available upon request</p>			
Procedure	<p>Appeals</p> <p>Assessment</p> <p>Complaints</p>			
Review date	<p>March 2017</p>			
Mapping to Standards for RTOs	<p>6.1, 6.2, 6.3, 6.4, 6.5,</p>			
Version and Date issued	Version	2	Date issued	27/04/2016
Developed By	<p>VET Manager</p>			
Approved by	<p>Principal</p>			

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