

Name:	Refund Policy_V1.1
Approved by:	Jessica McLean
Review by:	March 2020

SECTION 1 - INTRODUCTION

PURPOSE

The purpose of this policy is to provide a consistent approach to the handling of refunds for students which meets the ASQA Standards for Registered Training Organisations 2015 (“the Standards”) and, where applicable, state funding contracts.

SCOPE

This policy applies to the Payment and Refund of fees paid for the delivery of courses to students. Equinox Training does not accept prepaid fees in excess of the threshold prepaid fee amount as per the Standards being \$1500.00. Refunds may be provided to students, their employers or any other agency which has paid the Fees on behalf of a student.

DEFINITIONS

Word/Term	Definition
Tuition fee	The Tuition Fee for the Delivery of the Training.
Materials fee	A charge to cover the cost of manuals or other materials required by the Student for a specific course.
Enrolment fee	A charge to cover the Enrolment of a student.

SECTION 2 - POLICY



PRINCIPLES

Equinox Training is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant Refund Policy prior to enrolment.

This policy outlines the circumstances in which a student may receive a full or partial refund of their tuition fees.

1 Funding Sources Full Tuition Fee Refunds		
1.1	All	<p>Equinox Training cancels a course</p> <p>Where Equinox Training cancels a course, a full refund including tuition and material fees will be offered. Equinox Training will make every effort to reschedule the course and offer an alternative place to the Student. The Student is not obliged to accept alternative offers and may request a full refund of fees paid instead. The Materials must be returned in a resaleable condition to receive a refund of the Materials Fee.</p>
1.2	Government Funded Courses	<p>Student withdrawals prior to commencement</p> <p>Where a Government funded student withdraws in writing from a course prior to the course commencement date and giving at least 24 hours' notice a full refund of the tuition fees paid will be provided.</p>
1.3	Fee for Service	<p>Student withdrawals prior to commencement</p> <p>Where a Fee-for-Service (FFS) student withdraws from a course prior to the Course Commencement Date in writing and giving at least 24 hours' notice, a full refund of the Tuition Fees paid will be provided.</p>
1.4	Fee for Service/ Short Courses	<p>Student withdrawals prior to commencement</p> <p>Where a Fee-for-Service (FFS) student withdraws from a short courses prior to the Course Commencement Date in writing and giving at least 24 hours' notice, a full refund of the Tuition Fees paid will be provided.</p>
2 Funding Sources Partial Refunds		
2.1	Fee for Service/ Full Courses	<p>Withdrawal prior to commencement</p> <p>Where a Fee-for-Service student withdraws from a course, in writing, prior to the course commencement date but with less than 24 hours' notice, all fees will be refunded, minus the Enrolment fee.</p> <p>Withdrawal after commencement</p> <p>Where a Fee-for-Service student withdraws from a course in writing after the course commencement date, but before 4 weeks after course commencement, a partial, pro-rata refund will be issued for any units not started according to the course schedule, minus the enrolment fee.</p>
2.2	Fee for Service / Short Courses	<p>Withdrawal prior to commencement</p> <p>Where a Fee-for-Service student withdraws from a short course, in writing, prior to the course commencement date but with less than 24 hours' notice, all fees will be refunded, minus the Enrolment fee.</p> <p>Withdrawal after commencement</p> <p>Where a Fee-for-Service student withdraws from a short course in writing after the course commencement date, but before assessment is undertaken, 50% of the course fees will be refunded.</p>

3 Funding Sources No Refund		
3.1	Fee-for-Service	Students who withdraw four (4) weeks or more after the course commencement date will not be eligible for a refund.
3.2	Fee-for-Service/ Short Courses	Where a Fee-for-Service student withdraws from a short course in writing after the course commencement date, but after assessment is undertaken, students will not be entitled to a refund.
3.3	Government Funded Courses	Where a Government Funded student withdraws from a course with less than 24 hours' notice, no refund will apply.
3.4	Government Funded Courses Fee-for-Service	Recognition of Prior Learning (RPL). No refund of tuition fees available if student applies and is eligible for RPL once their course has commenced.
4 Funding Sources Notification of withdrawal and requests for refunds		
4.1	All	Withdrawals and refunds must be requested in writing to Equinox Training.
5 Funding Sources Complaints and Appeals		
5.1	All	If a student is dissatisfied with the Decision, they can follow the Complaints and Appeals process as described in the Equinox Training Student Handbook.

SECTION 3 - PROCEDURE

PROCEDURE

Procedure steps		Responsibility
1.	Automatic full/partial refund	
1.1	Enrolment Variation is noted in Wise.NET for the attention of the Operations Manager advising of student withdrawal.	Administration Officer and Operations Manager
1.2	Refund is approved according to policy above and forwarded to Finance.	Finance Manager
1.3	Refund is processed into student's account by EFT. Refund is noted in Wise.NET.	Finance Manager
1.5	Enrolment is cancelled in Wise.NET.	Operations Manager
2.	Request for refund	
2.1	Written request for refund is received and added to Wise.NET for the attention of the Operations Manager.	Administration Officer and Operations Manager
2.2	Refund request is approved/ declined according to policy above and, if declined, forwarded to Training Director.	Operations Manager
2.3	If refund is declined, student is advised of reason by phone or in writing.	Training Director
2.4	If approved, refund is paid into student's bank account, student is notified of refund and note is made in Wise.NET.	Finance Manager

SECTION 4 – GOVERNANCE



SUPPORTING DOCUMENTATION

Forms and Records Management

Form	Retention Time	Retention Location
Enrolment Variation Form (Wise.NET)	Seven (7) Years	Archived in student file Wise.NET

Related Material

Name	Location	Document Type
Equinox Training Student Handbook		Handbook

RESPONSIBILITY

Policy Owner	Equinox Services Group General Manager Quality and Compliance
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VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
V1.1	26/07/2019	Zac Hitchcock	Addition of Short Courses refund information 1.4, 2.2, 3.2 amended