

REFUND PROCEDURE

1 Purpose

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form

2 Scope

Discretion may be exercised by the Training Manager in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-Lieu of a refund. The Training Managers may also authorise a refund of tuition fees if the circumstances require it.

3 Procedure

The following timeframe process will apply:

- Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by WesTrac Institute is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where WesTrac Institute fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

The following refund procedure will apply:

Step 1 - Student to complete the Refund request form and hand to a WesTrac Institute administrators

Step 2 - Administrator will check the students files within WiseNet and advise Institute Manager of where the applicant falls within the policies timeframe and if required work out the refund \$ value

Step 3 - Institute Manager will review and advise of the outcome

Step 4 - Student will be notified

Step 5 – Manual Invoice will need to be actioned and completed through finance where applicable

Step 6 - Documentation to be added to students file in WiseNet

4 Responsibilities

WesTrac Institute Managers and administrators have the responsibilities to ensure the refund Procedure is followed at all times.

5 Further Information

All employees and contractors who require further information or need clarification of anything contained in this Policy should contact the Training Managers.

PROCEDURE

Document Number	PCD	NAT	INS	0003
Next Review Date	July 2022			
Document Owner	GM – People and Culture			

6 Accountabilities

Compliance to Policy	All WesTrac Institute Employees
Implementation & Review	WesTrac Institute Managers
Approval of Policy	General Manager – People and Culture
Monitoring	Compliance Advisor
Interpretation and Advice	WesTrac institute Managers

7 Related Documents

This Policy should be read in conjunction with the WesTrac Institute Policies and Procedures, along with WesTrac Institute Forms and Documents.

This policy should be read in conjunction with the following legislative or compliance guidelines (if required):

Title	Description
Standards for RTO's 2015	ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised <i>Standards for RTOs 2015</i> .
Smart and Skilled Contract Terms and Conditions	Funding contract terms and conditions for Training Services NSW

Document Number	Title
POL-NAT-INS-0036	Refund Policy
FTT-NAT-INS-0005	Refund Request Form
POL-NAT-INS-0009	Fees and Charges Policy
FTT-NAT-INS-0044	Schedule of Fees and Charges

8 Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Policy:

Term	Definition
ASQA	Australian Skills Quality Authority
RTO	Registered Training Organisations
AQF	Australian Qualification Framework AQF

9 Document Amendment History

Revision	Date	Description	Prepared By	Reviewed By	Approved By
1.0	17/05/2017	Created, ready for review	RW	MM & SP	MM & SP