

POLICY				
Document Number	POL	NAT	INS	0036
Next Review Date	July 2022			
Document Owner	GM – People and Culture			

REFUND POLICY

1 Purpose

All students will be provided with refund information so that they are aware of the process and both their obligation along with WesTrac Institute.

2 Scope

Discretion may be exercised by the Training Managers 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 General Manager may also authorise a refund of tuition fees if the circumstances require it.

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.

3 Policy Statements

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

The following refund policy 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 <u>full</u> 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.

4 Responsibilities

All WesTrac Institute Employees are responsible to ensure the refund Policy is followed at all times

5 Further Information

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

6 Accountabilities

Compliance to policy All WesTrac Institute Employees and Students

Implementation & Review WesTrac Institute Managers

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Approval of Policy General Manager – People and Culture

Monitoring Compliance Advisor

Interpretation and Advice WesTrac Institute Managers & Compliance Advisor

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-0009	Fees and Charges Policy
FTT-NAT-INS-0044	Schedule of Fees and Charges
FTT-NAT-INS-0005	Refund Request Form
PCD-NAT-INS-0003	Refund Procedure

8 Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Policy:

Term	Definition
RTO	Registered Training Organisations
ASQA	Australian Skills Quality Authority

9 Document Amendment History

Revision	Date	Description	Prepared By	Reviewed By	Approved By
1.0	18/05/2017	Created, ready for Review	RW	MM & SP	MM & SP

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