

Title	REFUND		
Document Type	POLICY		
Responsible Officer	Managing Director (MD)		
Date of Publication	30 May 2020	Policy Number:	POL-18

1. Purpose

SKILLING WA is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015 (SRTOs 2015). As such, SKILLING WA is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

SKILLING WA is committed to ensuring fair and reasonable refund practices.

SKILLING WA will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

3. Policy Principles

3.1 Short Courses & Skill Sets

- a) Details of SKILLING WA Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, SKILLING WA will firstly encourage a client to enrol on another course date, prior to processing refund applications, if appropriate.
- d) Written notification of withdrawal from a course must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a client has commenced a short course/unit.
- f) There is no refund to participants who are not successful through the assessment process.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) SKILLING WA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) SKILLING WA provides a full refund to all clients, should there be a need for SKILLING WA to cancel a short course. In the first instance SKILLING WA will (where possible) provide an opportunity for the client to attend another scheduled short course.
- j) If SKILLING WA cancels a course, clients do not have to apply for a refund, SKILLING WA will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below).

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Short courses and Skill Sets		
Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client) (**b)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid) (**a)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by SKILLING WA	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by SKILLING WA		100% of the course fee (paid by the client)

- a) A fee equal to 25% of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

3.2 Qualifications / Accredited Courses

- a) Details of SKILLING WA Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) Written notification of withdrawal from a qualification must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a client has commenced a unit of competency within a qualification.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- g) SKILLING WA does not accept liability for loss or damage suffered in the event of withdrawal from a qualification by a client.
- h) If SKILLING WA cancels a course, clients do not have to apply for a refund, SKILLING WA will process the refunds automatically.
- i) Refunds for cancellation of enrolments are granted on a sliding scale (See Below).

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

*** Skilling WA abides by contract obligations of DTWD for Fees Charges and Refunds.

- Skilling WA has set "Census dates" for all units of competency.

Qualifications		
Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced (within Census Date)	For all individual units commenced within the qualification /Accredited course	\$0 Fee Full Unit fee <u>Refund</u>
Unit Fee – Commenced (outside Census Date)	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee <u>payable</u> by the client Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended from within the qualification /Accredited course	\$0 Fee Full Unit fee <u>Refund</u>

4. SKILLING WA Responsibilities

The RTO Manager SKILLING WA is responsible for ensuring compliance with this policy.

RTO Admin of SKILLING WA will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The SKILLING WA Access & Equity Policy applies. (See Access & Equity Policy [POL-01])


6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy [POL-17])

7. Monitoring and Improvement

All Refund practices are monitored by the RTO Manager SKILLING WA and areas for improvement identified and acted upon. (See Continuous Improvement Policy [POL-06])

Governance

Position/Title Procedure Owner	Managing Director Skilling WA		
Version Number	1.0	Date of Next Review	01/06/2021
Prepared By	Rhonda Stacy	Title	Managing Director
Approved By	Rhonda Stacy	Date Approved	30/05/2020
Related/Supporting Policies & Procedures	<ul style="list-style-type: none"> • POL-01 Access & Equity • POL-17 Records Management • POL-10 Financial Management 		
Related Procedures	Pro_Refund Procedures		
Associated Forms	<ul style="list-style-type: none"> • F_Refund request form 		
Standards for Registered Training Org 2015 (SRTOs2015)	Specific Clauses -	Secondary Clauses -	
	5.3		
External References / Standards/ Legislation/ Contracts for compliance			

Amendment History		
Version	Date Issued	Description of Change: amendments/additions/deletions
1.0	30/05/2020	New Policy