

# Refund (Domestic Students) Policy

## – DPL034

### Purpose

Shafston International College is aware of its contractual responsibilities under the Standards for Registered Training Organisations (SRTOs 2015) with regard to the need to inform students of the fee and refund administration requirements prior to enrolment in the training program.

This policy is informed by the State Government Funded Bodies Guidelines and the Standards for RTO's 2015

### Policy statement

The following principles underpin this policy.

- a) Details of Refund Policy are to be publicly available.
- b) Payment of all refunds is made within 30 days of application for refund.
- c) With regard to all withdrawals, Shafston will firstly encourage a student to enrol on another course date, prior to processing refund applications. (if applicable)
- d) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This is via the completion of the refund form.
- e) There is no refund applicable where a student has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- h) Shafston does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- i) Shafston provides a full refund to all students, should there be a need for Shafston to cancel a course. In the first instance Shafston will (where possible) provide an opportunity for the student to attend another scheduled course.
- j) If Shafston cancels a course, students do not have to apply for a refund, Shafston will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See below).



## Commitment

Shafston is committed to ensuring fair and reasonable refund practices.

Shafston will:

1. Implement and maintain a process for fair and reasonable refund of fees paid; and
  2. Provide refunds for fees and charges paid by students, where training and assessment activities have not been delivered.
- Fees to be paid by student will be confirmed on commencement of the Notification of Enrolment Process. Prior to this the Student can access the [Shafston website](#), Student Handbook and Current Course Outlines, to check their eligibility and their Student Fee.
  - Students will be informed regarding conditions for refunds prior to enrolment as part of the VET Domestic Student Handbook and this policy, also contained on our website.
  - Students will be notified of any schedule of payments on completion of the notification of enrolment process.
  - Any fee schedule will ensure all fees are paid in full prior to commencement of training and assessment.
  - Shafston retains all fees collected
  - Students will be entitled three attempts to complete a unit of competency without additional cost.
  - Information regarding any costs for expenses additional to the Shafston mandated Student Fee will be made available to students prior to enrolment by publishing on our website and in in course information. This includes
    - Essential equipment or textbooks – equipment or text books purchased to complete training and retained by the student on completion
    - Optional charge: students may be charged for an item that is not essential for the completion of training.
    - Optional charge for an alternative form of access to an item or service that is an essential component of the training but is otherwise made readily available at no additional fee by Shafston.



- Students will be notified as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:
  - Any change to or new third-party arrangements put in place
  - A change in ownership of the RTO entity.
- In all cases where a third-party arrangement is in place, the third party will not collect any student fees or make any additional charges.

## Fee protection

Shafston is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect it has the following fee protection policy in place:

- a) All fees are payable in advance. As such, Shafston will affect financial practices to ensure the protection of fees paid in advance.
  - i. Shafston cannot accept prepaid fees from individual students in excess of a total of \$1500 (being the threshold total prepaid fees amount).
  - ii. Shafston will hold the students' prepaid fees in trust until the students 'commences' their learning or assessment – at a unit/module level.
  - iii. Regarding payment plans - Monies in trust for an individual student will not exceed \$1500 at any given time.
  - iv. In accordance with Schedule 6 – Standards for RTOs; Shafston adopts the following to protect fees paid in advance.

## Recovery of Fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment no Certificate will be issued until all fees are paid.

## Record Keeping

All records of enrolments and all related financial transactions including Funding Claims are maintained in the Accounting Software and Student Management System.



## Refund Information

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
Course Fee - Commenced	For all courses commenced/attended/ completed from within the qualification /Accredited course	Full course fee payable by the student according to each state funding requirements  Nil Refund
Course Fee – Not Commenced	For all courses NOT commenced/attended/ completed from within the qualification /Accredited course	Full course fee paid by the student is Refunded
Unit Fee – Commenced	For all individual units commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee payable by the student  Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee paid by the student is Refunded



## Refund Procedure

### Step 1 – Lodgement of refund by Student

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- a) Student completes “Refund Request Form”, notifying their request for a refund of fees paid.
- b) Shafston will Review the refund application and ensure that the student is eligible for a refund.
- c) If a refund is due, calculate the amount of refund due.
- d) Check student records to identify how the money was originally paid (i.e. cash, cheque, company or credit card).
  - a. If the money was originally paid via cash or cheque, note refund to be issued by EFT.
  - b. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.
  - c. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a EFT for the refund.
- e) Complete “Refund Request Form”.
- f) Provide completed “Refund Request Form” to Director for Approval.

### Step 2 – Refund of fees – Due to course cancellation

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- a) Should a course be cancelled for any reason, identify all students who have paid course fees for that course.
- b) Determine the full amount of refund due to each student.
- c) Check to identify how the money was originally paid (i.e. cash, cheque, company or credit card).
  - i. If the money was originally paid via cash or cheque, note refund to be issued by EFT.
  - ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.
  - iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a EFT for the refund.
- d) Complete a “Refund Request Form” for each student eligible for a refund. Provide completed “Refund Request Form” to Director for Approval.



### Step 3 – Management approval of refund

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- a) Review refund and note approval/modification/decline on “Refund Request Form”.
- b) Return Completed “Refund Request Form” to Admin for processing.

### Step 4 – Finalise refund request

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- a) If a refund is approved:
  - i. Process refund in SMS
  - ii. Enter note in SMS for the student
  - iii. Update the “Refund Request Form”.
  - iv. Take a copy of completed “Refund Request Form” for student file.
  - v. Send original “Refund Request Form” to finance for processing.
  - vi. File all documentation on student file.
- b) If a refund is declined:
  - i. Complete and send written notification to student advising the refund has been declined and the reasons.
  - ii. Enter note in SMS for the student.
  - iii. Update the “Refund Request Form”.
  - iv. File original completed “Refund Request Form” and all documentation on the student file.

### Step 5 – Processing the refund

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- a) Upon receipt of completed “Refund Request Form” process and make refund to the student. Noting the method of refund.
- b) Update finance system
- c) File documentation, accordingly, in Refunds File.

## Version History

Date	Summary of Modifications Made	Version
15/02/2023	Version 1 finalised.	1.0