



# POL017 Refund Policy (Domestic)

## Purpose

This policy and procedure sets out Shafston's expectations and requirements to ensure that all prospective students are informed of fee and refund requirements prior to enrolment into any training program at Shafston.

Shafston is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. The purpose of this policy is to ensure that an equitable system for the refund of training course fees is available to students and ensures that all students have the opportunity to receive a refund, where applicable.

## Scope

This policy and procedure will apply to the following stakeholders:

- CEO
- Compliance Officer
- Academic Manager
- Student Services Manager

## Legislative Context

Standards for Registered Training Organisations (RTOs) 2015

- Clause 3.3
- Clause 5.3
- Clause 7.3
- Schedule 6

## Policy Statement

Shafston is committed to ensuring fair and reasonable refund practices. This includes facilitating the implementation of a clearly defined and publicly available policy and procedure for refunds. The following principles underpin this policy:

- a) Payment of all refunds is made within 30 days of application for refund.
- b) Written notification of withdrawal from a training program must be provided by a student to apply for a course refund. This is completed via the Shafston Refund Form.
- c) Where a student has commenced a course/unit, there is no refund applicable.
- d) Where students fail to obtain their qualification after assessment, there is no applicable refund.
- e) Where Recognition of Prior Learning resources and services have been supplied to students, there is no applicable refund of RPL services after enrolment.
- f) Shafston does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- g) Shafston provides a full refund to all students, should there be a need for Shafston to cancel a course or in the event that Shafston is unable to provide a service for which a student has pre-paid. In the first instance, Shafston will, where possible, provide an opportunity for the student to attend another scheduled course.
- h) If Shafston cancels a course, students will not be required to apply for a refund as Shafston will process these refunds automatically.



- i) In all other cases, refunds are at the discretion of the CEO or Training Services Manager and may be negotiated on an individual case-by-case basis.

In addition to the above;

- a) Where training and assessment activities have not been delivered, Shafston will provide refunds for fees and charges paid by students.
- b) Fees that are to be paid by students will be confirmed on notification of enrolment. Prior to this, students can access the Shafston website, the student handbook and current course outlines to check their course eligibility and student fee information.
- c) Students will also be informed regarding deposit and refund conditions prior to enrolment.
- d) Students will be notified of any and all scheduled payments on completion of the enrolment process.
- e) Information regarding fees additional to course fees will be made available to students prior to enrolment. This may include:
  - i. Essential equipment or textbooks
  - ii. Replacement of an essential item or purchase of a non-essential item
  - iii. Payment plan
- f) Students will be notified as soon as practicable after any change that may affect the course or service being provided. This may include:
  - i. Any change to or new third-party arrangement
  - ii. A change in ownership of the RTO entity
- g) 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.
- h) 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.

## Fee Protection

Shafston is aware of its obligation as Registered Training Organisation to protect any and all student fees paid in advance. To this effect, Shafston ensures that:

- a) The college does not accept pre-paid fees from individual students in the excess of \$1500 (being the threshold total pre-paid fees amount).
- b) Pre-paid fees are held in trust until a student 'commences' their learning or assessment – at a unit/module level.
- c) Regarding payment plans - Monies in trust for an individual student will not exceed \$1500 at any given time.
- d) All records of enrolments and all related financial transactions including funding claims are maintained in the accounting software and student management systems.
- e) In accordance with Schedule 6 – Standards for RTOs; Shafston adopts strict measures to protect fees paid in advance.

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

## Supporting Documents

Refund Request Form  
VET Domestic Student Handbook

## Actions

The following action list has been developed to ensure that Shafston meets intent of this policy, the required outcomes, and its compliance obligations. The action itself, relevant staff members, and a breakdown of steps have been included for clarity and specificity.

Staff are expected to adhere to these actions as directed by the Academic Manager or delegate.

#	Action	Responsible	Steps
1	Lodgement of refund	Student Student Services Student Services Manager	<ol style="list-style-type: none"><li>1. Student completes "Refund Request Form", notifying their request for a refund of fees paid.<ol style="list-style-type: none"><li>a. Should a course be cancelled for any reason, the Student Services Manager will identify the students who are eligible for a refund and commence the refund process.</li></ol></li><li>2. Shafston Student Services Manager reviews the refund application and ensure that the student is eligible for a refund and verify the appropriate refund amount.</li><li>3. Shafston Student Services Manager checks student records to identify how the fees were originally paid (i.e. cash, cheque, company or credit card).<ol style="list-style-type: none"><li>a. If the fees were originally paid via cash or cheque, note refund to be issued by EFT.</li><li>b. If the fees were originally paid via Credit card, note the refund to be processed via refunding the credit card.</li><li>c. If the fees were originally paid by a company, note the refund will apply as a credit to the company account or provide an EFT for the refund.</li></ol></li><li>4. Shafston Student Services Manager completes "Refund Request Form".</li><li>5. Shafston Student Services Manager provides completed "Refund Request Form" to the Academic Manager for Approval.</li></ol>



2	Management approval of refund	Student Services Manager Academic Manager	<ol style="list-style-type: none"><li>1. The Academic Manager reviews the refund and notes approval/modification/decline on "Refund Request Form".</li><li>2. The Academic Manager return the completed "Refund Request Form" to admin for processing.</li></ol>
3	Finalise refund request	Student Services Student Services Manager	<ol style="list-style-type: none"><li>1. If a refund is approved, the Student Services Manager is responsible for:<ol style="list-style-type: none"><li>a. Processing the refund in SMS</li><li>b. Entering a note in SMS for the student</li><li>c. Updating the "Refund Request Form".</li><li>d. Saving a copy of completed "Refund Request Form" under the student's file.</li><li>e. Sending the original "Refund Request Form" to finance for processing.</li><li>f. Filing all documentation on student file.</li></ol></li><li>2. If a refund is declined, the Student Services Manager is responsible for:<ol style="list-style-type: none"><li>a. Completing and sending written notification to the student advising the refund has been declined and the reasons.</li><li>b. Entering a note in SMS for the student.</li><li>c. Updating the "Refund Request Form".</li><li>d. Filing the original completed "Refund Request Form" and all documentation on the student file.</li></ol></li></ol>
4	Processing the refund	Student Services Student Services Manager	<ol style="list-style-type: none"><li>1. Upon receipt of completed "Refund Request Form", the Student Services Manager processes and makes refund to the student, noting the method of the refund.</li><li>2. The finance system is updated and all relevant documentation is filed under the refunds file.</li></ol>

## Implementation

The Academic Manager and delegated compliance officer are jointly responsible for the implementation of this policy through publication on the Work Platform (Sharepoint) and the conducting of training for relevant stakeholders.

## Version History

Date	Summary of Modifications Made	Version
15/02/2023	Version 1 finalised.	1.0
18/03/2024	Version 1.2 finalised. Minor updates to wording and structure.	1.2

## Date of next review

Date	Type	Responsible
30/06/24	Annual	General Manager