

Refund Policy (Domestic)

POL017



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Document Number	POL017 Refund Policy - Domestic
Date	21/03/2026
Owner	General Manager & Finance Manager
Review Cycle	Annual
Applicable To	All staff, students, agents, parents and contractors

Purpose

This policy 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 2025 Standards for Registered Training Organisations (RTOs). The purpose of this policy is to ensure that an equitable system for the refund of training course fees is available to students and that all students have the opportunity to receive a refund, where applicable.

Scope

This policy applies to all domestic VET students enrolled at Shafston International College across all campuses (Brisbane, Gold Coast, Sydney). For international student refund provisions, refer to the International Student Fees and Charges Policy and the applicable Written Agreement / Terms and Conditions of Enrolment.

Legislative and Regulatory Context

- 2025 Standards for Registered Training Organisations — Outcome Standard 2.1 (Information and Transparency)
- 2025 Standards for RTOs — Compliance Requirements (fee protection and refund obligations)
- Australian Consumer Law

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:

- Payment of all refunds is made within 30 days of application for refund.
- Written notification of withdrawal from a training program must be provided by a student to apply for a course refund, completed via the Shafston Refund Form.
- Where a student has commenced a course/unit, there is no refund applicable.
- Where students fail to obtain their qualification after assessment, there is no applicable refund.

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- Where Recognition of Prior Learning (RPL) assessment services have been provided, RPL assessment fees are non-refundable regardless of the RPL outcome (as the fee covers the cost of the assessment service).
- Credit transfer applications are processed at no additional cost to the student.
- Shafston does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- 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.
- If Shafston cancels a course, students will not be required to apply for a refund as Shafston will process these refunds automatically.
- In all other cases, refunds are at the discretion of the Principal Executive Officer or Academic Manager and may be negotiated on a case-by-case basis.

In addition:

- Where training and assessment activities have not been delivered, Shafston will provide refunds for fees and charges paid by students.
- Fees that are to be paid by students will be confirmed on notification of enrolment. Students can access the Shafston website, student handbook, and current course outlines to check course eligibility and fee information.
- Students will be informed regarding deposit and refund conditions prior to enrolment.
- Students will be notified of any and all scheduled payments on completion of the enrolment process.
- Information regarding fees additional to course fees will be made available to students prior to enrolment, including essential equipment or textbooks, replacement items, and payment plans.
- Students will be notified as soon as practicable after any change that may affect the course or service being provided, including any change to or new third-party arrangement, or a change in ownership of the RTO.
- 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.
- If fees are not paid in full by the end of course delivery as per the payment schedule, no certificate will be issued until all fees are paid.

Related Documents

- Shafston Refund Form
- VET Written Agreement / Terms and Conditions of Enrolment
- RPL Policy (CPL036)
- Credit Transfer Policy (CPL034)
- Complaints and Appeals Policy
- VET Student Handbook

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Version History

Date	Summary of Modifications	Version
19/03/2024	Version 1.0 finalised.	1.0
08/10/2025	Updated regulatory references from “Standards for RTOs 2015, Clauses 3.3, 5.3, 7.3, Schedule 6” to “2025 Standards for RTOs, Outcome Standard 2.1 and Compliance Requirements”. Clarified RPL fees are non-refundable. Confirmed credit transfer is provided at no cost. Added Australian Consumer Law reference. Added scope clarification (domestic students, all campuses). Updated Related Documents to reference new RPL and CT policy numbers.	2.0

