

FIT COLLEGE REFUND POLICY

1. Purpose

FIT College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, FIT College 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 learner refunds.

2. Scope

This policy applies to all fees involved in FIT College. Due diligence by all involved in the FIT College refund process is crucial in minimising risk to the company.

3. Policy Statement

FIT College is committed to ensuring fair and reasonable refund practices. FIT College will:

- Implement and maintain a process for a fair and reasonable refund of fees paid;
- Provide refunds for fees and charges paid by individuals/learners, where training and assessment activities have not been delivered;
- Display details on refunds publicly in the Student Handbook and Student Terms & Conditions;
- Make a payment of all refunds is made within four weeks (28 days) of request for a refund being approved;
- FIT College will firstly encourage a learner to enrol on another course date, prior to processing withdrawal or cancellation applications;
- Written notification of withdrawal or cancellation from a training program must be provided by a learner to apply for a refund for a course. This may be via letter, email or the completion of the 'Changes to Enrolment' Learner Action Request;
- There is no refund applicable where a learner has commenced their course/unit and/or has logged into the online learning platform;
- There is no refund to participants who do not obtain their qualification after assessment;
- There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the learner;
- FIT College does not accept liability for loss or damage suffered in the event of withdrawal or cancellation from a course by a learner;
- FIT College provides a full refund to all learners, should there be a need for FIT College to cancel a course.
- In the first instance, FIT College will (where possible) provide an opportunity for the learner to attend another scheduled course;
- If FIT College cancels a course, learners do not have to apply for a refund. FIT College will process the refunds automatically;

4. Definitions

Assessment is a process to determine the student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

Cancellation refers to the termination of the registration contract to cease all financial obligations.

Course means a course of education or training. Courses can either be accredited or non-accredited education or training.

Learner refers to the individuals who intends or is currently studying and has completed a registration and course enrolment.

RPL means Recognition of Prior Learning, which involves assessing an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the possibility for a credit.

Withdraw refers to discontinuing your enrolment with FIT College and ceasing all education obligations.

5. Policy Responsibilities

Responsible Officer	Responsibilities
Administration	<ul style="list-style-type: none"> Ensuring compliance with this policy Process the refund within the 28 days after the refund request has been approved.

6. Refund for Qualifications/Skill Sets/Short Courses

Refunds for enrolments in nationally recognised qualifications and individual classroom-based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Learner cancels/withdraws	In writing, within three (3) calendar days after enrolment (cooling off)	100% of the full course fee paid – less \$250 cancellation fee (per qualification)
Learner cancels/withdraws	After course access granted (online or face to face mode of qualification)	Nil Refund
Learner cancels/withdraws	Within 1 day of course being run (short course)	Nil Refund. Payment may be transferred to another short course
Learner is withdrawn from the course by FIT College	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by FIT College		100% of the course fee (paid by the learner)

7. Cancellation fees applicable

Specific fees apply to applications for cancellation of enrolment.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$250.00 per qualification
Registration cancellation fee	Short course registrations cancelled prior to the course being run	\$50 No fee if registration transferred to another course

8. Access & Equity

The FIT College, Access & Equity Policy, applies (see Access & Equity Policy).

9. Records Management

All documentation from refund processes are maintained in accordance with Records Management Policy (see Records Management Policy).

10. Monitoring and Improvement

The Operations Manager of FIT College monitors all refund practices, and areas for improvement are identified and acted upon (see Continuous Improvement Policy).

11. Document Control

Version	Date	Description	Author
1.0	06/07/2017	Policy Generated	RTO Manager
1.1	02/05/2018	Policy Updated	RTO Manager
1.2	28/05/2020	Policy Updated	HR Officer
1.3	21/09/2021	Policy Reviewed	Education Manager