

Purpose

The purpose of the policy is to ensure any refunds to participants undertaking a course are applied in a fair, appropriate and consistent manner. It provides all staff, employers and students with information relating to any application for a refund of tuition fees.

Scope

The policy and procedure has been designed to support the Standards for NVR Registered Training Organisations 2015:

- 7.1 Protection of Prepaid fees
- 5.3 collection of fees

Government funded contracts:

- New South Wales Smart and Skilled Contract
- Victorian VET Funding Contract – Skills First

Responsibility

- The General Manager is responsible for implementation of this policy and procedure.
- The National Operations and Administration Manager is responsible for maintaining this policy and procedure.

Policy

1. This policy forms part of the Fees and Charges policy.
2. Individual students and employers are entitled to a refund in certain circumstances.
3. Refunds will be provided in accordance with Standards for RTOs and any applicable contractual obligations outlined in various State Funded Contracts held by WBS.
4. Requests for refunds must be made in writing, within 30 days of the cancellation of training. It is the responsibility of the student or employer to initiate the refund process, except where the RTO is unable to provide the course for which the original enrolment has been made. **Where State contracts apply, refunds will be processed as outlined in the relevant contract.*
5. Policies and procedures relating to refunds of fees and charges outlined in State Funded contracts will be maintained. See Fee Administration Policies for NSW & Vic.
6. All students and employers will be treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to RTO Administration and the following procedures followed in assessing the application.
7. All refund information is made available to students and employers through the induction process and is included in the Statement of Fees, Participant Hand Book and 'Enrolment Forms'.
8. Information provided will include the right to obtain a refund for services not provided in the event the:
 - i. arrangement is terminated early, or
 - ii. the RTO fails to provide the agreed services

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9. The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.
10. The refund policy will be made available on the website of Western Business School.
11. Students will be made aware of the refund policy before enrolment and commencement of training.
12. Where the student or employer breaches WBS Policies and Procedures no refund is payable.
13. Where a student withdraws from the course without extenuating circumstances* only a partial refund is payable.
14. Updates and changes to the policy are recorded in the continuous improvement register.

Procedure

1. Refund is received within 30 days of cancellation dates, in writing by RTO Administration.
2. All 'refunds' are to be signed off by the General Manager and applications will be processed within Fourteen (14) days from the date of the application.
3. **Refunds due to non delivery of course by RTO**
Tuition fees refunded in full by Western Business School will occur if:
 - The student withdraws prior to the agreed start date and a deposit has been received.
 - The course stops being provided after it starts and before it is completed (withdrawn by WBS).
 - The trainee cannot be placed with another employer to continue their traineeship and or course.

Refunds under the above conditions will be paid in full to the student or employer within 14 days of the date of application.

4. **Refunds based upon student withdrawal and cancellation**
All applications for refund must be made in writing by way of the 'Application for Refund' form (Appendix A) and submitted to RTO Administration.

Please note where the student breaches the WBS Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances* only a partial refund is payable.

- Applications for refunds are to be processed by RTO Administration and approved by the General Manager within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal prior to agreed start date	Full refund of any deposit paid (if any)
Withdrawal after the agreed start date	Refund of unused tuition fees upon application
Withdrawal after the agreed start date without extenuating circumstances	50% refund of unused tuition fees
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made and continuance of training cannot be provided.	Full refund

See NSW Fee Administration Policy for withdraw without penalty information.

- * Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. The decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case by case situation.

5. **Appealing Refund decisions**

- All students and employers have the right to appeal a refund decision made by the RTO.
- An appeal may be lodged through the Complaints and Appeals Procedure available from the website, or directly from the RTO. Contact RTO Administration and request the policy and procedure.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

6. **Calculation of unused fees refund**

- Any refund of tuition fees will be calculated by dividing the non concession tuition fee, by the number of units commenced. The non concession fee is the published Fee For Service standard tuition fee or the full tuition fee published and/or in accordance with State Contractual obligations.
- Refer to the fees and charges table [Fees and Charges 2017](#)
- Where fees paid are in advance of units delivered, the balance will be refunded.

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7. Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that is provided to WBS or that we collect about the student (including payments and refunds) may be given to authorised State and Commonwealth Agencies as required through law and contractual obligations

Related Documents:

- Fees and Charges Policy
- Application for refund form
- NSW fee administration procedure
- Statement of fees
- Refund statement
- NSW Fee Administration Policy
- Vic Fee Administration Policy
- Participant Hand Book

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Western Business School Provider ID 4183

Authorised by: General Manager

Document Owner: RTO Administration Manager

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APPENDIX A

Date			
First Name		Last Name	
Address			
	State	Postcode	
Course Name			
Course Start date		Host employer name	

I wish to apply for a refund for my tuition fees paid for the course described above and my reasons for applying for a refund are:

Please Tick Box	Refund Reason	Type of refund
<input type="checkbox"/>	Withdrawal prior to agreed start date	Full refund of any deposit paid (if any)
<input type="checkbox"/>	Withdrawal after the agreed start date	Refund of unused tuition fees upon application
<input type="checkbox"/>	Withdrawal after the agreed start date without extenuating circumstances	50% refund of unused tuition fees
<input type="checkbox"/>	Course withdrawn by RTO	Full refund
<input type="checkbox"/>	The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund
NEW SOUTH WALES – SMART AND SKILLED FUNDED TRAINEES		
<input type="checkbox"/>	Withdraw without penalty before cut off date	Cut of date is any time prior to the first structured training visit (first contact visit date).
<input type="checkbox"/>	Withdrawal without penalty after cut off date	Unused tuition fees will be refunded

Extenuating Circumstances Apply ATTACH EVIDENCE

Please Tick Box	Refund Reason
<input type="checkbox"/>	Illness
<input type="checkbox"/>	Family or personal matters
<input type="checkbox"/>	Other extraordinary reasons advised below:

Student Signature

Date

Please return this form to: RTO Administration Western Business School 30 – 323 Courtney St West Melbourne Vic 3051 or email to: info@wbs.org.au	OFFICE USE ONLY		
	Refund approved <small>Please circle</small>	Yes	No
	Administrator Name & Signature		
	Approval Date		

***Please note where the student breaches the RTO Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.**

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