

## Purpose:

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

## Policy Statement

WANT TS is committed to ensuring fair and reasonable refund practices.

WANT TS will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered

## Policy Principles

### Underpinning Principles

WANT TS:

- a) Details of WANT TS Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) About all withdrawals, WANT TS will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email, or the completion of the refund form.
- e) There is no refund applicable where a client 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 client.
- h) WANT TS does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) WANT TS provides a full refund to all clients, should there be a need for WANT TS to cancel a course. In the first instance WANT TS will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If WANT TS cancels a course, clients do not have to apply for a refund, WANT TS will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

## Short Courses & Skill Sets

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

| Reason for Refund                               | Notification requirements  | Refund  |
|---|--|---|
| Client withdraws                                | In writing, eight (8) calendar days or more prior to the course commencement | 100% of the course fee (paid by the client)                                     |
| Client withdraws                                | In writing, within seven (7) calendar days prior to the course commencement. | 75% of the full course fee (regardless of how much the Client has already paid) |
| Client withdraws                                | In writing, less than 24 hours prior to course commencement.                 | Nil Refund  |
| Client withdrawn from the course by WANT TS     | After course commencement, due to inappropriate behaviour                    | Nil Refund  |
| Client withdraws from course after commencement |  | Nil Refund  |
| Course cancelled by WANT TS                     |  | 100% of the course fee (paid by the client)                                     |

- a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

### Exceptions to a Nil Refund

Individual applications for refunds will be considered based on exceptional circumstances where the student is no longer able to continue.

## Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

| Fee Type                   | Description  | Fee \$\$  |
|----------------------------|--|---|
| Enrolment cancellation fee | RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation | \$250.00 non-refundable administration fee        |
| Unit Fee – Commenced       | For all individual units commenced/attended/completed from within the qualification /Accredited course                       | Full Unit fee payable by the client<br>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 client is Refunded      |

## Refund Process

Student to access the “**Refund Request Form**” on the “Policy and Procedure Page” in their CANVAS Course.

- Send Refund Request Form to [training@wantts.com.au](mailto:training@wantts.com.au) to be reviewed by the Director
- Refunds issued when the request meets the Refund Criteria as per tables above.

## Responsibilities

Director of WANT TS is responsible for ensuring compliance with this policy.

Administration Officer is responsible will process refund requests within 1 week from the day of receipt

## Access and Equity

Access and Equity Policy applies

## Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

## Monitoring and Continuous Improvement

All Refund practices are monitored by the Director WANT TS and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## Related Procedure

WANT TS Standard Operating Procedures: Chapter 1 Marketing and recruitment of students; Chapter 2 Enrolment

## Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**Mode of delivery** means the method adopted to deliver training and assessment, including online, distance, or blended methods.

**Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

**Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course and module.