

# Refund Policy and Procedure

## 1. Policy

This policy provides all staff and clients information on the refund arrangements that are in place at NIET. It ensures all clients when applying for refunds are processed with due consideration. All refund applications are to be submitted to the Management or the Administration Team Leader and the following procedures actioned in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Information Handbook
- The RTO's website
- Policies & Procedures manual

**All students are entitled to a three (3) day cooling off period when an application form has been approved. If a deposit has been made then a full refund is applicable if cancellation is made within this time. After these three (3) days, the following refund criteria applies.**

## 2 Procedure

### 2.1 Refund applications

All students are entitled to a three (3) day cooling off period from the time their deposit/fees are paid and a full refund will be given. All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to the Learning and Development Manager or the Administration Team Leader within 7 days of notification to NIET, the decision to withdraw from a course.

- Applications will be processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund via Credit Card, Debit Card or EFTPOS the Administration Team Leader is required to process the refund payment as approved. The refund must go back on to the card that was originally used to make the payment. Where a refund is to be given by direct debit to a bank account or by cheque then accounts or the Director will process the refund.
- Please request a Withdrawal form from reception or email [info@niet.com.au](mailto:info@niet.com.au).
- Payment of a refund application cancels a student's enrolment.
- All enrolments have a non refundable \$150 Administration Fee. Concession Card holders that have paid a fee less than \$150 will forfeit their enrolment fee upon withdrawing from a course and no "Refund Application Form" is necessary.
- Refund applications must be given to the Accounts Department for any processing that they may need to do.

- Where the student breaches the NIET Policies and Procedures this is considered to be a non refundable payment circumstance, the student forfeits their fees and no “Refund Application Form” is required.

## 2.2 Refunds due to non delivery of course by NIET

Tuition fees are to be refunded in full if NIET is unable to commence the course as agreed, due to unforeseen circumstances.

Any ‘unused tuition’ fees are to be refunded where NIET is unable to complete a course.

Where there is an instance of the above circumstances, NIET 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, NIET will not be liable to refund any monies for the original enrolment.

## 2.3 Refunds based upon client application

Students may have extenuating circumstances that prevent them from attending scheduled course dates or withdraw from a course that may include but are not limited to illness, family or personal matters, or other reasons that are deemed valid. Where evidence can be successfully provided to support the student’s circumstances, course fees may either be applied to the next available course where applicable, or a refund of unused course fees may be issued. This decision of assessing the extenuating circumstances rests with the Learning and Development Manager and shall be assessed on a case by case situation.

All refund applications received fourteen (14) days or more, before the course commencement date, will receive a full refund (less \$150 Administration Fee), this excludes the three (3) day cooling off period withdrawal. Refund applications received less than fourteen (14) days prior to the course commencement date will be considered by the Learning and Development Manager or the Administration Team Leader, (the \$150 Administration Fee will apply) and any balance remaining will be processed accordingly if a refund is approved.

Once a course has commenced a refund may be available for any unused portions of the fees paid (less a \$150 Administration Fee) if there are valid extenuating reasons for the withdrawal. This also applies to NIL attendance or abandonment of a course without notification of your intention to withdraw.

If a student does not attend a booked Short Course they may defer to another scheduled class on one (1) occasion. No refund will be given after two cancellations or ‘no shows’ on Short Courses.

For cancellation in a Short Course a refund, less a \$25 Administration Fee will apply.

NIET’s refund arrangements are as follows:

Refund Reason	Type of Refund
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in another course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in another course. An Administration Fee of \$150 will apply and any unused funds will be refunded to the payee.
Withdrawal by student more than 14 days prior to agreed start date	An Administration Fee of \$150 will apply. Balance of monies (if any) will be refunded to the payee.

Withdrawal less than 14 days prior to the agreed start date	Refund request will be considered. An Administration Fee of \$150 will apply.
Withdrawal after course commencement (including nil attendance to the course)	Refund request will be considered. An Administration Fee of \$150 will apply.
Other: Please specify:	Amount to be determined by Management based on reason. An Administration Fee of \$150 will apply.

### 3. Appealing Refund decisions

- All clients have the right to appeal a refund decision made by NIET by accessing the Complaints and Appeals Policy and Procedure.
- This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's Consumer Protection Laws.
- NIET's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

### 4. Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that the client provides NIET or that NIET collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies, as per Privacy Policy & Procedure.

### 5. Filing Refund Forms

- A student who is enrolled in a full training program and applies for a refund, the Refund Application Form and procedure is completed and the refund form is filed in the student file. The student file is then ready to be processed with the Withdrawal and Archive Procedure.
- A student who enrolled into a Short Course where there is no student file the forms are kept in a folder that is located in the Student File Room.

### Related

- 573 Student Handbook
- 359 Refund Application Form

Revision History:	
Date	November 2014 Version 2; November 2015, version 3; August 2017, version 4, October 2017, version 5
Source:	Q:\VERSION CONTROLLED DOCUMENTS Acts, Regulations, Codes of Practice, ISO/AS/NZ Standards  ASQA Standards for Registered Training Organisations (RTOs) 2015
Review Date:	October 2018

Authorised by Director: Carol Campbell	Signature:
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