

# Refund Policy and Procedure

## 1. Policy

This policy provides information on the refund arrangements that are in place at NIET. It ensures refunds are processed with due consideration. All refund applications are to be submitted to the Learning and Development Manager or the Operations Coordinator and the following procedures actioned in assessing the refund application.

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

- Student Information Handbook
- NIET's website
- Policies & Procedures manual

**All students are entitled to a three day cooling off period when an application form has been approved for enrolment. If a deposit has been made then a full refund will be given if cancellation is made within this time. After three days, the following refund criterion applies.**

## 2 Procedure

### 2.1 Refund applications

All applications for refunds must be made in writing by completing the 'Refund Application Form' and submitted to the Learning and Development Manager or the Operations Coordinator within 7 days of notification to NIET, the decision to withdraw from a course.

- Applications will be processed within fourteen days of the application being placed. If the original payment was made using a card then 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 CEO 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 (excluding those that did not commence due to being cancelled by NIET) 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 refunded in full if NIET is unable to commence the course as agreed, due to unforeseen circumstances.

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

In the above circumstances, NIET may arrange for another course, or part of a course, to be provided to students at no extra cost, 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, as the student and NIET have agreed to a suitable course replacement.

### 2.3 Refunds based upon client application

Students may have extenuating circumstances that prevent them from attending scheduled course dates or may need to withdraw from a course that may include but are not limited to illness, family or personal matters, which are for reasons 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 days or more, before the course commencement date, will receive a full refund (less \$150 Administration Fee), this excludes the three day cooling off period withdrawal. Refund applications received less than fourteen days prior to the course commencement date will be considered by the Learning and Development Manager or the Operations Coordinator, (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 is unable to attend a booked Short Course they may defer to another scheduled class on one occasion. No refund will be given after two “cancellations or no shows” on Short Courses. If a student wishes to cancel their attendance in a Short Course a refund, less a \$25 Administration Fee will apply if cancellation is within 7 days of the course. For cancellation outside of the 7 days then a full refund is due provided it was not previously rescheduled.

NIET’s refund arrangements are as follows:

Refund Reason	Type of Refund
NIET is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in another course
NIET 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 or withdrawal after course commencement (including nil attendance to the course)	Refund request will be considered, and may lead to approval of some fees refunded. 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

- 285 Complaints and Appeals Policy & Procedure
- 287 Formal Complaint Lodgement form
- 359 Refund Application form
- 573 Student Handbook
- 631 Withdrawal/Transfer Application form
- 722 Appeal of Complaint Resolution form
- [www.niet.com.au](http://www.niet.com.au)

<b>Revision History:</b>	
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