



Course Cancellation, Withdrawal and Refund Policy

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PURPOSE

Chandler RTO (RTO ID - 52733) ensures it applies fees and charges to Students as per the Current Standard VET Funding Contract and the ESOS Act 2000 and National Code 2018. Chandler RTO provides Students with information about fees prior to enrolment.

This policy provides current and potential students with the terms and conditions relating to payment and administration of our fees, regarding Student refunds. This policy also provides guidelines for the eligibility of refunds. Chandler RTO ensures the protection of all fees and aims to provide clear and accessible information to students about cancellation and refunds prior to and throughout their enrolment and/or other involvement with Chandler RTO.

Scope

This policy applies to all fees and charges levied by Chandler RTO as well as to all refunds issued to all the students enrolled at Chandler RTO.

Responsibilities

This policy is the responsibility of the Chief Executive Officer of Chandler RTO.

Definitions

Administration Fee is an administration fee charged for processing enrolment applications that is non-refundable except where Chandler RTO has cancelled the course.

Course Fee is the full fee charged for a course which is Tuition Fee and where applicable,

Course Start / Commencement Date

The course start or commencement date and is the first date of the course in which the student is enrolled as on the enrolment agreement. In the case of students studying online or via distance learning, course start, or commencement date is the first date that the student accesses the course material online or has signed for reception of the distance learning materials.

INFORMATION ABOUT COURSE CANCELLATION AND REFUND POLICY

- Course fees will be established and reviewed by the Operations Manager in consultation with the Chief Executive Officer.
- Individuals seeking to enrol in a course with Chandler RTO are advised of all fees and charges associated within a course, including course fees, administration fees, materials fees, and any other charges on the relevant course brochure and on Chandler RTO's website.
- Organisations and other clients seeking to enter into a service delivery agreement with Chandler RTO will be notified of the fees and charges

associated with the agreement in information and proposals provided prior to entry into the agreement.

- The information provided to each student and/or client will include:
 - The total amount of all fees including course fees and any other charges.
 - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit, administration fees and Chandler RTO's refund arrangements.
 - Amount of government contribution towards subsidized training.
- Persons seeking to enrol with Chandler RTO must read and understand this Fees, Charges and Refunds Policy prior to enrolment.

REFUNDS

Course cancellation by Chandler RTO

In the event of a training course being cancelled by Chandler RTO, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of the amount paid. Refunds will be distributed in the form that money was received.

Course withdrawal

Students are formally encouraged by Chandler RTO not to withdraw and discuss for any additional support. If a student wishes to withdraw (including deferral) from their program of study, they must notify Chandler RTO in writing by filling out the 'Application for Refund - Withdrawal/Deferral Form'. The form can be found on the Chandler RTO Website (<https://chandler.edu.au/resource/>) under resource and publication, or in hard copy from administration. This process is also to be used if students wish to withdraw from a unit of study or defer their study.

Students or clients who have not provided written correspondence are not eligible to apply for any consideration of a refund.

Refund of student fees

Cancellation prior to course or program commencing:

Once enrolment into a program has been processed i.e. a student has completed the enrolment form and made the initial deposit or a payment in part or full, the following will apply:

- The student must inform Chandler RTO at least 72 hours prior to course commencement that they wish to have their enrolment cancelled and refunded. If this occurs a student will receive a refund minus \$100 enrolment fee.

Course Cancellation and Refund Policy

Should the student fail to notify Chandler RTO in the time required, 50% of the amount paid (deposit, part or full amount), will be forfeited as a penalty to cover against established training costs.

Cancellation after the start of a course:

If you contact Chandler RTO after the start of your course commencement and advise that you cannot attend or do not wish to do the training, without an extenuating circumstance, you will not be entitled to a refund. By signing the Enrolment Form, you are declaring that you understand this to be the case.

Withdrawal due to extenuating circumstances:

In the case of a student who withdraws from a course due to extenuating circumstances prior or after commencing, the student may have their fees transferred as credit to another future program depending on availability. In the event the student does not wish to have fees transferred as credit, Chandler RTO will refund total amount paid minus \$100 enrolment fee and \$150 cancellation fee. Students must provide satisfactory evidence of the circumstance or hardship.

Extenuating circumstances can be defined as follows:

- beyond the student's control (could not have reasonably been anticipated, avoided or guarded against); and sufficiently grave to have caused considerable disruption to the student's capacity to study effectively or to complete requirements.

Circumstances which can be deemed as extenuating include:

- administrative problems - such as the late arrival of teaching materials, texts, enrolment errors or delays
- legal commitments - jury duty or court appearance
- medical reasons
- Serious illness of an immediate family member

For students to be considered for a refund for **Extenuating circumstances**, the student will be required to provide evidence of the circumstances occurring.

The following circumstances will not be considered extenuating:

- Self-discipline needed to study effectively
- Stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work.
- Clash of appointments or last-minute routine appointments.

- Job changes or retrenchment
- Lack of interest or redundancy,
- Change in working hours or days
- Inconvenience of travel to the RTO or other travel issues
- Moving interstate
- Family commitments

In circumstances to the above mentioned, any exclusive request for refund will be decided by the management and provide a conclusion as per the withdrawal reason

The key criteria applied when considering a refund application is the scheduled commencement date of the classes of the course. An application for refund of fees will only be considered under the following circumstances:

- The student overpays the fee.
- The student enrolled in a course that has been cancelled by the RTO.
- If the course allows for a concession and the student is eligible, a refund for the difference between the full fee and concession fees will apply (currently unavailable on the day of the document modification)
- Chandler RTO believes the student would be unreasonably disadvantaged if a refund was not granted. For example, a student meets with a serious misadventure/illness and is unable to continue with the enrolment.
- Such request for a withdrawal and/or refund will be assessed and responded by the Chandler RTO within 20 working days. The student will be notified in writing of the outcome of the refund application.

Refund procedure

- a. The student must complete a Refund Application Form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
 - i. a completed Withdrawal and Cancellation of Enrolment Form provided by the Institute
 - ii. proof of extenuating circumstances of a compassionate nature
- b. Refunds will be made within 28 days of the student's written notification being received by the Institute; in the case of Chandler RTO not delivering the courses refunds will be paid within 28 days.
- c. The Chief Executive Officer or the officer nominated by him must approve all student refunds.
- d. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application.
- e. Details of refunds provided will be maintained in the student's file.

Student's Rights to Appeal

- a. Any student who is refused a refund by Chandler RTO may appeal within 14 days in writing to the Student Administration.
- b. Chandler RTO's appeal process does not restrict the student's right to pursue other legal avenues.
- c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Responsibility

The CEO is to ensure all requirements of this Policy and Procedure are met. All staff and clients adhere to Chandler RTO Policies and Procedures and it is implemented effectively.

Accounts, Administration and Compliance Department is responsible to charge, record and report the Fee as per the ASQA and VET Funding guidelines.

Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: info@chandler.edu.au

Related Documents

- Individual Statement of Fees
- Fee Guidelines
- VET Funding Contract
- RTO Standards