

REFUND POLICY

The purpose of this policy is to inform all staff of Core Industry Training and students of the process by which a tuition refund may be granted, under what circumstances and to what extent.

The policy applies to all students who pay a fee for training to Core Industry Training.

Policy Statement

In accordance with the Standards for Registered Training Organisations 2015, and in line with any funding contracts held by the RTO's, due consideration will be provided to all students in relation to the issuing of a refund.

Policy Principles

Course refunds will be considered under the following circumstances:

RTO Initiated Change

Where we have changed a program date, time, location or other changes not listed here and the student is unable to complete their program under the new format, a full or partial refund will be offered.

The amount of refund will be subject to the amount of training already completed by the student.

The refund will be paid directly to the nominated bank account of the person/organisation who paid the initial invoice.

Course refunds will not be considered under the following circumstances:

Student Initiated Withdrawal

No refund will be provided once a student has enrolled and commenced their training. For the purposes of this policy, the term "commenced their training" is the date the student was sent an email or letter confirming their enrolment into a program.

Specifically, refunds will not be issued under the following circumstances:

- Student changes their mind or does not need to do the course any longer
- Students employment, personal or financial status changes
- Student has commenced training
- Student decides course is "too difficult"
- Student is terminated from course. This may include non-submission of work, behavioural issues or academic misconduct.

Instalment Payments

If a student is paying their course fee via instalments, no refunds will be issued on payments already received. The balance of the course fee will be voided.

Refunds will only be considered where it is required by state or federal law.

Funded Training

If a student has been funded under a State Contract whereby they have contributed to payment towards their training, we will abide by the prescribed refund policies set out in any signed contract and as detailed below. If there is no guidance regarding refunds in the contract, the pre-existing Refund Policy will be applied.

Core Industry Training offers funding through its contracts with the Department of Education, Small Business and Training and Construction Skills Queensland.

Procedure

Any student enquiring about a refund request (by phone and/or email) will be emailed the Refund Request Form by Administration.

Students must forward the completed and signed form to the Administration Head Office by email to info@coreindustrytraining or by post to 18 Rawlins Street, Southport Qld 4215. Once the Refund Request Form is received by the Student Services Department, the following steps will be carried out internally:

Administration will acknowledge receipt of the Refund Request Form by emailing the student. A file note will be made against the student's account in the student management system regarding the receipt date of the form.

A copy of the Refund Request Form will be saved into the student's folder in the student management system.

Administration will record all details of the refund request in the Refund Register. The following details will be noted:

- the student's full name
- receipt date of the Refund Request Form
- the nature of the refund
- the outcome and/or solution offered
- the student's response to the outcome and/or solution offered (if applicable)

The Refund Request Form will be forwarded to the General Manager or delegate for review. The General Manager will advise Administration the refund decision with 20 business days and the student will be advised by Administration of the decision.

If a full or partial refund is approved – the refund request will be forwarded to accounts for remittance in the student account.

The student should expect to receive the refund amount within 14 business days from the approval date. Details of the processed refund amount will be recorded in the Refund Register by Administration.

Our Guarantee to Clients

If for any reason Core Industry Training is unable to fulfil its service agreement with a student, Core Industry Training must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Limiting fees being paid in advance

Core Industry Training acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Core Industry Training may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, Core Industry Training may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid in advance does not exceed \$1,500.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST.

GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

Core Industry Training will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in Core Industry Training Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

Students who are unhappy with Core Industry Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Core Industry Training complaints policy and business processes.

Funded Training Contracts

If a student has been funded under a State Contract whereby they have contributed to payment towards their training, Core Industry Training will abide by the prescribed refund policies set out in any signed contract between Core Industry Training and the State Department and as detailed below. If there is no guidance regarding refunds in the contract, the Core Industry Training Refund Policy will be applied.

Construction Skills Queensland (CSQ) Funding Contract

As per the Core Industry Training Refund Policy

Queensland Department of Education, Small Business and Training (Certificate 3 Guarantee Program)

As per the Core Industry Training Refund Policy

Queensland Department of Education, Small Business and Training (User Choice Program)

Any student enrolled with Core Industry Training who withdraws from training will per unit receive a full refund for any contribution fees paid but not commenced. Students will be provided with a proportionate refund for any unit of competency commenced but withdrawn from prior to successful completion. This will be based on the unit hours completed. Any monies paid by an employer (beyond the contribution fee) will be refunded should the student withdraw from training.