



REFUND POLICY

1. Purpose

The purpose of this policy is to specify the circumstances under which learners may claim a refund and the associated procedures for handling refunds. **Demi Apprentices and Trainees** has a fair and reasonable refund policy free from bias, dishonesty and injustice and will apply this policy fairly and consistently across all of its learner enrolled in training programs or courses.

2. Scope

Individual learners, or other third-party representatives, who are responsible for learner fees and charges for training programs or courses conducted by **Demi Apprentices and Trainees**.

3. Definitions

Key Term – Acronym	Definition
Course/s	Means unit of competency, subject or module that are part of a training package or curriculum document.
Training Programs	A training program developed by an RTO that meets the training and assessment requirements of a qualification from a Training Package.
Materials and Resources	Refers to all materials, kits, uniforms and textbooks purchased and supplied to the student at the time of enrolment.

4. Conditions under which fees or proportion of fees may be refunded

Fee for service learners

In the event that **Demi Apprentices and Trainees** cancels any course/training program, learners will be entitled to a full refund, or a transfer of funds to another future course.

Once participation in a course/unit has commenced no refund is available to learners who leave before finalising the course/unit/ qualification, unless they can provide a medical certificate or show extreme personal hardship, approved by the CEO of **Demi Apprentices and Trainees**.

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Page 1 of 3

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In that case, fees may be refunded on a pro-rata basis, minus an administration fee of \$100.00. However, should learners wish to finalise incomplete modules in a future course, the original fee payment can be used as credit towards that course within 6 months of initial payment. No refund will be made for materials and resources that are considered to be supplied to and/or used by the student.

The maximum time within which a refund can be claimed will be at the sole discretion of the **Demi Apprentices and Trainees** CEO.

If a prospective learner chooses to withdraw or cancel their enrolment from a course prior to commencement then written notification must be received by **Demi Apprentices and Trainees** clearly outlining the reasons for cancellation.

Refunds are given to cancellations made 7 or more working days prior to commencement of training minus an administration fee of \$100.00.

If notified 7 days or less prior to the commencement of the course no refund will be given, unless the prospective learner can provide a medical certificate or show extreme personal hardship, approved by the CEO of **Demi Apprentices and Trainees**. If a refund is approved, an administration fee of \$100.00 will apply.

Conditions under which training may be terminated:

If regular fee payments are not up to date, **Demi Apprentices and Trainees** has the right to cancel studies unless an application for extension is made in writing and approved by the CEO or Compliance Coordinator.

Not maintaining contact with trainer/assessor without prior written arrangement for more than 6 weeks will be deemed as a withdrawal from the course and no refund will be provided. If a re-enrolment is requested a re-enrolment fee may apply.

Queensland Government Funded Students

User Choice

Should a learner withdraw from a apprenticeship/traineeship a percentage of student contribution fees will be charged for all units where training was commenced but the assessment not completed. A full refund is applicable for any units **not** yet commenced or attended training for.

Refund Formula for student contribution fees:

- Attended training and achieve competency – 0% refund of student contribution fee
- Commenced training did not submit or complete an assessment – 50% refund of student contribution fee paid
- Has not attended commenced unit – 100% refund of student contribution fee paid.

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Page 2 of 3

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5. Procedures for applying for refunds

All fee-for-service learner requests for refund must be submitted in writing. Where possible, clients are to complete a 'Request for a Refund Form'. This form is available from the office of **Demi Apprentices and Trainees**. A request for refund may only be submitted by the learner or client who originally paid the course fees. Appropriate supporting documents should be attached to the request, for example, doctor's certificate, police report etc. Requests for refund will normally be considered and processed within a period of 10 working days from receipt of the written request. All refunds will be issued by direct deposit made payable to the same body or person from whom the payment was received.

Applicable Queensland Government funded learners who cancel or withdraw from their program will be identified to receive the appropriate refund.

In the event that a client is unhappy with the outcome of their application for a refund they may lodge a complaint under the **Demi Apprentices and Trainees** Complaints Policy and Procedures.

6. Responsibility

- 6.1 The CEO of **Demi Apprentices and Trainees** is responsible for:
 - 6.1.1. The implementation of and ongoing compliance of this policy;
 - 6.1.2 The communication of this policy to all learners and staff;
- 6.2 Staff of **Demi Apprentices and Trainees** are responsible for:
 - 6.2.1 Making learners aware of this policy prior to enrolment.
 - 6.2.3 Providing advice and assistance to people who apply for a Refund.

7. Associated Documents/Forms/Registers

- [Further Education and Training Act 2014](#)
- [The National Vocational Education and Training Regulator ACT 2011](#)
- [VET Quality Framework](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- Refund Application Form
- Refund Register
- Complaints policy
- Fees in advance policy
- Skills Assured Supplier policy

8. Implementation

1. Learner handbook
2. Staff Induction
3. Website

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Page 3 of 3

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