



Refund Policy

1. Purpose

TEIA is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). TEIA has a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of Student refunds.

2. Policy Statement

TEIA is committed to ensuring fair and reasonable refund practices.

TEIA will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / Students, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of TEIA Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a student has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the candidate.
- g) TEIA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- h) TEIA provides a full refund to all students, should there be a need for TEIA to cancel a course. In the first instance TEIA will (where possible) provide an opportunity for the student to attend another scheduled course.
- i) If TEIA cancels a course, students do not have to apply for a refund. TEIA will process the refunds automatically within seven days.
- j) Refunds for cancellation of enrolments are granted on a sliding scale (See 0 and 3.2 below).



3.1 Short Courses and Workshops

Refunds for enrolments in individual workshop based courses will be calculated in accordance with the following sliding scale. This is dependent upon fees being paid in advance which is not a routine or promoted approach of TEIA.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the student)
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the student has already paid)
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by TEIA	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by TEIA		100% of the course fee (paid by the student)

- A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- Fees are refunded in full where the student submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

3.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula. This is dependent upon fees being paid in advance which is not a routine or promoted approach of TEIA.

Fee Type	Description	Fee \$\$
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the student Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the student is Refunded



4. Responsibilities

The Director of TEIA is responsible for ensuring compliance with this policy. The Administration Officer will process refund requests within 7 days from the day of receipt.

5. Access and Equity

The TEIA Access and Equity Policy applies. (See Access and Equity Policy)

6. Records Management

All documentation from refund processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

The Director of TEIA monitors all refund practices and processes of the RTO and identified areas for improvement are acted upon. (See Continuous Improvement Policy)



Annex A: Refund Procedures

Refunds Procedures

STEP 1 – Lodgement of Refund by student

No.	Who	Actions
1.1	Student	a) Student completes “ Refund Request Form ”, notifying their request for a refund of fees paid.
1.2	Admin	a) Review the refund application and ensure that the student is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Complete “ Refund Request Form ”. d) Provide completed “ Refund Request Form ” to Director for approval and signature.

STEP 2 – Refund of fees – Due to Course Cancellation

No.	Who	Actions
2.1	Admin	a) Should a course be cancelled for any reason, identify all learners who have paid course fees for that cancelled course. b) Determine the full amount of refund due to each learner. c) Complete a “ Refund Request Form ” for each learner eligible for a refund. d) Provide completed “ Refund Request Form ” to Director for approval.

STEP 3 – Management approval for Refund

No.	Who	Actions
3.1	Director	a) Review refund and note approval/modification/decline on “ Refund Request Form ”. b) Return Completed “ Refund Request Form ” to Admin for processing.

STEP 4 – Finalise Refund Request

No.	Who	Actions
4.1	Admin	i. If a refund is approved: ii. Process refund in WiseNet iii. Update the “ Refund Request Form ”. iv. Take a copy of completed “ Refund Request Form ” for learner file. v. Prepare refund in the form of a cheque. vi. Have Director counter-sign cheque. vii. File all documentation on file. viii. If a refund is declined: ix. Complete and send written notification to learner advising the refund has been declined and the reasons. x. Enter note in WiseNet. xi. Update the “ Refund Request Form ”. xii. File original completed “ Refund Request Form ” and all documentation on the learner file.