

Policy / Procedure

Refund Policy / Procedure

1. Policy

This policy/procedure provides all staff and students information on the ability to apply for a refund of tuition fees in certain circumstances.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to Student Administration and the following procedures followed in assessing the application.

All refund information is made available to students through the enrolment process (in the Student Information Handbook and on the CTI website) and is included on the 'Enrolment Form' which the student signs prior to acceptance into a course of study with Construction Training International.

2. Procedure

2.1 All 'refunds' are to be signed off by the Administration Manager and applications processed within Fourteen (14) days of the application being placed.

2.2 *Refunds due to non delivery of course by RTO*

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

2.3 *Refunds based upon student application*

All applications for refund must be made in writing by way of the '*Application for Refund*' form and submitted to Student Administration.

Please note where the student breaches the Construction Training International Policies and Procedures no refund is payable.

- Applications for refunds are to be processed by the Administration Manager within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal reason	Outcome
Withdrawal more than 48 hours prior to agreed start date	Loss of Deposit (but can be transferred to another course fee within 2 years)
Withdrawal less than 48 hours prior to agreed start date	Loss of Deposit
Withdrawal from course after commencement	No refund of monies paid and full payment is required
Cancellation of course due to course entry requirements not being met	No refund of monies paid and full payment is required
Course withdrawn by CTI	Full refund or reschedule
CTI is unable to provide the course for which the original enrolment and payment has been made	Full refund

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case by case situation.

2.4 *Appealing Refund decisions*

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administrations Department.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

2.5 *Further information*

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that you provide to RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.