

Department	Vocational Education & Training		Author(s)	Ranges TEC Director	
Quality Controlled Document No. & Title	RTO 16.0	Fee Refund Policy	Approved	Ranges TEC Director	
Version	2.1		Authorised	Ranges TEC Director	
AQTF Standard(s)	ES2.5 ES3.3 CR3		Distribution	Internal	Ranges TEC Staff Ranges TEC Learners VET Schools
				External	Prospective Learners

1.0 Policy Overview

This policy sets out the circumstances under which Learners may claim a refund and the associated procedures for handling refunds. Learners for the purposes of this policy are VET Learners through direct enrolment only. For full time students this policy applies to the VET component of their fees only.

Purchasing Agreements, outlining fee refund policies, are set up with each home school for external VET students. All fee processes and communication regarding external VET students are referred to the home school as per the Purchasing Agreement.

2.0 Grounds for refunds

Learners will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- 2.1 the course is cancelled
- 2.2 the course is rescheduled to a time and location that is unsuitable for the Learner.
- 2.3 a Learner is not given a place due to the class being full.

A full refund will apply if Learners withdraw before the course commences. However, Learners are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

A 50% refund applies if Learners withdraw for personal reasons beyond their control, prior to attending the third scheduled session of the course.

Acceptable reasons may include:

- 2.4 sickness (verified by a medical certificate)
- 2.5 change of employment hours or location (verified by employer)
- 2.6 other reasons deemed valid at Ranges TEC's discretion.

No refund will be granted after the Learner attends the second scheduled session of the course. The date of withdrawal shall be the date that Ranges TEC receives the refund application accompanied by the relevant supporting documentation.

The Director reserves the right to consider refunds on compassionate grounds on a case by case basis.

3.0 Procedures for applying for refunds

To apply for a refund, Learners can download the Fee Refund form from the Ranges TEC website. A hard copy of the form may also be obtained from the Ranges TEC Finance Officer.

Applications will be considered, and applicant advised in writing, within 20 working days of Ranges TEC receiving the application. The decision as to whether the Learner will receive a refund or partial refund will be made based on the grounds for refunds specified above.

4.0 Payment of Refunds

Ranges TEC will pay the refund to the same person or body from whom the payment was received on behalf of the Learner.

5.0 Complaints and appeals

In the event that the Learner is unhappy with the outcome of their application for a refund, the Learner may lodge a complaint under the Ranges TEC Complaints and Appeals Policy. The existence of this policy and complaints and appeals processes does not stop Learners taking action under Australia's consumer protection laws.

6.0 Ranges TEC will provide the following fee information to each client prior to enrolment:

- 6.1 The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- 6.2 Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and/or administration fee.
- 6.3 The nature of the guarantee given by Ranges TEC to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.
- 6.4 The organisation's refund policy.

7.0 Where the RTO collects Learners' fees in advance it will comply with one of the following options:

- 7.1 The RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500, or
- 7.2 The RTO holds an unconditional financial guarantee from a bank operating in Australia for the full amount of funds held by the RTO which are prepayments from students (or future students) for tuition to be provided by the RTO to those students.