

Refunds for Fees Paid Policy

Purpose

This procedure describes the policy by which CFT will review and allow refunds for courses pre-paid for by students or stakeholders.

Relevant Standard

SNR 22 Financial management:

- 22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.
- 22.2 The NVR registered training organisation must provide the following fee information to each client:
 - a. the total amount of all fees including course fees, administration fees, materials fees and any other charges
 - b. payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
 - c. the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
 - d. the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment and
 - e. the organisation's refund policy.
- 22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:
 - a. (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency
 - b. (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme
 - c. (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation 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 tuition or other services yet to be delivered to the student does not exceed \$1,500.
 - d. (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students or
 - e. (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

Scope

Covers those circumstances where a student or stakeholder requests a refund of fees or deposits on fees paid.

Responsible Parties

The Managing Director is responsible for this policy.

Policy

CFT has a fair and reasonable refund policy which ensures that all students have the opportunity to receive a refund if requested and they meet the conditions outlined in the refund procedure

Procedures

CFT does not accept any responsibility for changes in a student's personal circumstances. Students should be advised to choose carefully as refunds and transfers will not usually be given.

Online students

CFT agrees to refund, within 14 days, fees paid with a 50% deduction for administration fees where the student has requested a refund due to deciding the course is not necessary (changing their mind).

Refunds are conditional upon:

- the computer system being used by the student does not meet the minimum requirements detailed for use of the online learning material;
- a student enrolling in, or completing a course, then determining it is not the correct course for their needs. For instance, there is a clear warning on the website for NSW RSA students to advise they need a NSW Liquor Administration Board approved RSA course. There are also warnings that RSA students should access the relevant State regulations to see if the online course is suitable for them.
- CFT agrees to refund, within 30 days, with no deduction, fees where the student has been unable to access the online learning material due to a system failure of the learning material. That is, the learning material is not available for access by all students due to technical failure of the learning platform.

Students who attend classes

- CFT agrees to refund, within 14 days, without deduction, all fees where the CFT cancels the course or where the commencement of the course is postponed for more than four weeks.
- If a student enrolls into a class which is either full or is cancelled CFT will endeavor to transfer the student to the next available class.

Correspondence Students

CFT recognises that refunds of fees paid in advance should be made to students under the following conditions:

- CFT agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by CFT.
- CFT agrees to refund, within 30 days, all fees paid, less a \$20.00 administration charge, where, by reason or reasons beyond the student's control, (including Acts of God, Acts of Government authorities, civil strike and riots), the student is prevented from completing the Training.

Refund process

- Any student who wishes to obtain a refund on the above or on any other grounds should make an application in writing and forward by email or post

Transfer fee

- Request for transfers received prior to the course commencement date are free of charge.

Fees for replacement certificates:

- Students can download the replacement certificate form from our website www.cft.com.au on the student information page and apply for a replacement certificate.
- Statement of Attainment \$20.00 each