Refund Policy (NSW Funded Courses)

Purpose
To provide an appropriate, systematic and transparent process for the management of student refunds.

Scope
The following policy and procedure covers the refunding of fees payable for training services provided within the College of Sports & Fitness (CSF)’s scope of registration. The policy should be read in conjunction with the Fees and Charges Policy. The following refund policy is in line with the NSW Smart and Skilled information on refunds and withdrawals.

Relevant standards and other guidelines
- Standards for Registered Training Organisations (RTOs) 2015 – 5.3, 5.4, 7.2 and 7.3.
- Smart and Skilled Contract Terms and Conditions 2016
- Smart and Skilled Fee Administration Policy 2016
- Smart and Skilled: 2016 Student Fees

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Credit Transfer</td>
<td>Credit transfer is a process that provides credit for a unit of competency previously achieved.</td>
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<tr>
<td>Commencement</td>
<td>The term “commencement” in this policy refers to the first day of the first program attended by the student.</td>
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<tr>
<td>Deferment</td>
<td>Students defer their studies by either delaying commencement or taking time out before completing their course.</td>
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<td>Refund</td>
<td>Process by which monies are returned to an individual for services not conducted.</td>
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<tr>
<td>Recognition of Prior Learning</td>
<td>Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.</td>
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<tr>
<td>Withdrawal</td>
<td>A process by which the student makes a decision to cease training.</td>
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Policy
Details concerning CSF’s Refund Policy are made available to prospective students and employers prior to enrolment and are publicly available on the CSF website (www.csf.edu.au).

1. **When a refund may be given**
   - A refund of all or part of the required fee or concession fee may be given to students in the following exceptional circumstances:
   - Student or Employer has overpaid the advertised fee or concession fee
   - A course has been postponed or cancelled by the college
   - Student formally advises the college, at least seven (7) business days before classes commence and with no attendance or participation, that they wish to withdraw from the course
   - College Management are of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.

   It is the discretion of the College Management to approve refunds in the event of extenuating and/or personal circumstances.

   A deferment of enrolment may be granted in the following circumstances:
   - Extended hospitalisation or illness (minimum 2 weeks), resulting in extended absence from classes supported by a medical certificate.
   - Pregnancy/Childbirth (other than in cases of medical complication covered by the above).
   - Serious unexpected incidents that would disadvantage the student from continuing their enrolment.
   - College Management are of the opinion that the student would be unreasonably disadvantaged if a deferment did not occur.

   Students who defer from subsidised training are only permitted a deferral of no more than six months from the date of receipt of written notice (using the Refund / Withdrawal / Deferment Request Form).

2. **When a refund is not given**

   Circumstances are usually regarded as ground for a refund are when training has commenced, attendance has occurred and/or resources have been distributed.

3. **Withdrawal from Government Subsidised Course**

   On withdrawal from a government subsidised course, the refund amount is determined as follows:
   - Notification of withdrawal 7 business days prior to the course start date (withdrawal with no penalty), monies to be refunded in full.
   - To cover staff and resource costs already committed, notification of withdrawal less than 7 business days from the start date, the student will incur a $100 administration fee, with the balance paid being refunded
   - Cancellation after training has commenced – Student is not entitled to a refund.
4. Recognition of Prior Learning and Credit Transfer

Applicants are entitled to a partial refund of fees (where necessary) where recognition of prior learning (RPL) and/or Credit Transfer has been granted after full course fees have been paid.

5. General Principles

- CSF acknowledges that it has a responsibility under Standard 7.3 and Schedule 6 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, domestic students are not required to pay fees in excess of a total of $1500.00.
- The term “commencement” in this policy refers to the first day of the first program attended by the student.
- Generally, payment for any course booking is to be received in full (if full payment is less than $1500) or a 20% deposit and payment arrangement made prior to commencement of training. If a 20% deposit and a payment arrangement for the balance or full payment is not received prior to commencement, the student will not commence the course.
- Non-attendance without 7 business days’ notice, will generally incur full course cost.
- If a student commences a course, but does not complete the course, the full course fee is still payable. Refunds may be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied.
- In all cases, a student may request a refund by completing a ‘Refund / Withdrawal / Deferment Request Form’ which is available on the CSF Website.
- Completed Refund / Withdrawal / Deferment Request Form must be submitted to: College of Sports & Fitness, 12 Wentworth Ave Darlinghurst NSW 2010 or email to info@csf.edu.au.
- Approvals for refunds are at the discretion of College Management and may be negotiated on an individual case-by-case basis. In some situations, an agreement may be made with College Management for a reduction in the fees to be paid.
- College Management will process approved refund requests within 14 business days from the date of approval. CSF will pay the refund to the same person or body from whom the payment was received on behalf of the student.
- A copy of the Refund / Withdrawal / Deferment Request Form and payment details will be placed in the students file.

6. Complaints and Appeals

In the event that the student is unhappy with the outcome of their application for a refund, the student is encouraged to contact College Management to discuss the situation. The Complaints and Appeals policy and procedure addresses CSF’s formal, systematic approach to complaints handling, providing a mechanism for lodging and ensuring a prompt, objective resolution of any complaints and/or assessments appeals. The existence of this policy and complaints and appeals processes does not stop students taking action under Australia’s consumer protection laws.