



# Withdrawals, Deferment, Cancellation or Suspension and Refunds Policy RTO PP022

## Purpose

This policy and procedure sets out the circumstances under which students may claim for a full or part refund of any fees paid.

## Responsibilities

The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO or delegate, is responsible for ensuring this procedure is implemented

## Scope

This policy and procedure covers all of ACF's RTO training and related services.

## Definitions

Applicable Refund means the balance of any fees paid upfront by an applicant or enrolled student where the student has not yet received those services.

Applicant means a prospective ACF student or interested party.

Employer fee for service courses means where an employer has an arrangement with ACF to deliver training services to their staff as part of a public course

Public course means courses where domestic students may apply to enrol.

Student means an enrolled learner that has agreed to use the services provided by ACF.

Employer means an applicant or enrolled student's place of employment.

## Policy

ACF maintains a fair and reasonable refund policy to ensure that refunds are made available to students entitled to receive them.

Reference to this policy and procedure in the Student Handbook and on the ACF Website advises applicants and students of their rights to withdraw or defer and any refund arrangement. This policy covers the way that ACF administers fee refunds for both public students and employer fee for service.

A non-refundable deposit of \$250 is set to cover administration costs associated with course application and enrolment.

All applicable refunds for tuition fees are paid to applicants within 10 working days from the date notification is received by ACF, from the applicant following ACF's notification procedure (refer below).

ACF will pay all applicable refunds to students who pay fees directly to ACF and who withdraw from any ACF program, or where the course is cancelled up to the mid-course point. A \$250 administration fee will be deducted from the balance of fees refunded.

ACF will pay all applicable refunds to third parties who pay fees on behalf of the student to ACF, where the student withdraws from any ACF program, or where the course is cancelled up to the mid-course point. A \$250 administration fee will be deducted from the balance of fees refunded. Where a third party pays fees on behalf of a student, the applicable refund must not be paid to the student.

Where the third party is an employer, they may also negotiate up to the mid-course point. to transfer the balance of fees already paid to another employee.

ACF course fees are not transferable to another public student.

ACF does not put in place financial or administrative barriers for any student wishing to withdraw from their course. Where the student can demonstrate hardship, and at the discretion of ACF's Executive Manager, Education and Safeguarding Services, the administration fee will also be fully refunded.

## Procedure

### Cooling Off Period

ACF offers a two-week cooling-off period that applies from the date the course commences. This ensures that the student is certain that they selected the right course to meet their academic needs and career goals. Students must complete and lodge the ACF Change of Enrolment Form with Support services. A full refund, less the non-refundable deposit of \$250.00 will be issued by Support services within 10 working days from receipt of the request.

### Enrolled Student Refunds

Any enrolled student wishing to be considered for a course refund, after the cooling-off period, must complete the Change of Enrolment Request Form and submit this to Support services. Support services will forward the request to The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO for review regardless of whether the student is a public or employer fee for service student.

A refund post enrolment will be considered on a case-by-case basis upon receipt of a written request. Refunds will only be issued for units of competency not yet commenced. A student will be deemed to have commenced a unit of competency where:

- They have accessed the online learning modules associated with the unit
- They have attended classroom sessions (virtual or in person) associated with that unit
- They have submitted assessment tasks associated with that unit

Where units are clustered together, a refund may be offered depending on the amount of activity a student has completed as part of that cluster. This will be determined by the Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO .

An applicable refund less the non-refundable deposit of \$250.00 will be issued if approved.

### ACF Cancelled or Discontinued Courses

Where ACF cancels or ceases to offer a course, impacted students will:

- receive Statements of Attainments for all completed units of competency; and
- be offered either credit transfer into a replacement course where appropriate, or
- be offered an applicable refund for the balance of fees in their initial enrolled course.

The refund will be issued within 1 month of the date of course cancellation. No Change of Enrolment Form will be required in this instance.

ACF will only enrol a student in a new course where the student has provided written permission to do so.

### Complaints

If a student believes that they have not been appropriately informed, or have not received an appropriate refund, they may make a complaint, following the Complaints & Appeals Policy & Procedure

### Students Who are Not Progressing in The Course.

A student who is not progressing through the course will be supported and managed according to the Progression and Intervention Policy. Where the student does not re-engage with the course, in line with that policy the following actions will apply:

#### *For public (direct fee-paying) students:*

- Support services will confirm with the course coordinator that the student will be withdrawn from the course.
- Support services will confirm the student's withdrawal in writing to the email address supplied on the enrolment.
- Students will be issued with a refund for any units not commenced within 10 business days of the notification by Support services
- Students who have completed all the training components but have not submitted their assessments will be provided with a Student Support Plan by the Course Coordinator by email. This plan provides students with the final approved dates for the submission of assessments. The final date will always be 6 months from the date of the last contact. If a student fails to submit their assessments by the due date, their enrolment will be cancelled by Support services. No refund is offered in these circumstances

#### *Employer fee for service and third-party supported students*

- Support Services will confirm with the course coordinator that the student will be withdrawn from the course.
- Support Services will confirm the student's withdrawal in writing to the email address supplied on the enrolment and inform the employer/third party
- Third -parties or employers will be issued with a refund for any units not commenced within 10 business days of the notification by Support services. Alternatively, the third party or employer may opt to transfer the balance of the applicable refund to another employee student.
- Students who have completed all the training components but have not submitted their assessments will be provided with a Student Support Plan by the Course Coordinator by email. The employer or third party will also be notified. This plan provides students with the final approved dates for the submission of assessments. The final date will always be 6 months from the date of the last contact. If a student fails to submit their assessments by the due date, their enrolment will be cancelled by Support services, and the employer or third party also notified. No refund is offered in these circumstances

### Re-enrolment of Cancelled Students

Any student that wants to re-enrol in units of competency after they have been withdrawn will receive a reduced fee of 50% in the following circumstances:

- There was no applicable refund for the student; or
- The applicable refund was not transferred to another student in the case of a third party or employer-funded student and
- They meet the eligibility requirements of the units in which they wish to re-enrol

### ACF Deferring Students

ACF students may request to defer their studies for up to 12 months. Students wishing to defer must complete the ACF Change of Enrolment Form and submit it to Support services. All requests are subject to approval by the Executive Manager, Education and Safeguarding Services or delegate.

Support services will inform the student of all deferral decisions within 10 working days from the date of application. All students have the right to appeal any decision made but it must be done within 10 days of the date of ACF's decision and using ACF's Appeals Lodgement Form (available on ACF's website).

The student must advise ACF, through Support services one month in advance of their proposed re-enrollment date. Support services will recommence any fee payment plans upon re-enrollment.

Students who have commenced their studies before deferring may be required to complete some gap assessments or other refresher and catch-up activities, especially where there have been changes to the course content, qualification or assessment methods. Support services must liaise with the Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO for any student who recommences their study where they have already completed assessment activities.

No refunds will be paid to students (or third parties) for any deferment. A non-refundable administration fee of \$250 will be charged to all students who defer upon their recommencement to cover the costs of re-enrolment.

### ACF Suspended Students

Where a student is suspended from their enrolled course, no fees will be refunded until ACF and the student decides to either continue (no fees will be refunded) or withdraw (partial refund based on the units of competency not yet commenced). No fees will be refunded if a student breaches any of the ACF policies and procedures.

Where ACF makes a decision NOT to refund a student's full or partial fees, the student will be referred to ACF's Complaints & Appeals Policy & Procedure for a review which may result in a full or partial refund to the student.

### ACF Funded Scholarships

Where a student is the recipient of a scholarship, and they choose to defer or withdraw, they will need to re-apply for their scholarship upon re-enrollment. Each scholarship is only valid for the intake the student applied for.

## Related Documents Forms and Records


The following forms should be used in conjunction with this procedure:

- RTO PP008/02 Change in Enrolment Form
- Completion Plan

- RTO PP002 Staff Handbook
- RTO PP001 Student Handbook

The following references should be read in conjunction with this procedure:

- RTO PP011 Application & Enrolment
- RTO PP008 Progression & Intervention
- RTO PP019 2018 Fees
- RTO PP021 Student Responsibilities
- RTO PP020 RTO Complaints & Appeals

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