

## Refund Policy / Procedure

### 1. Policy

This policy/procedure provides all staff and clients (students / employers) information on the refund arrangements that are in place within E-focus.

The following procedures ensure all clients are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to Division Manager Training Services and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student information handbook
- The RTO's website
- The enrolment form / fee for service agreement which is completed and signed prior to acceptance into a course of study with E-focus.

### 2. Procedure

#### 2.1 Refund applications

- Any student wishing to apply for a refund must complete a 'Refund Application Form' (Appendix A) and submit this form to Student Services. The application form can be accessed by:
  - Contacting Student Services
  - Accessing the RTO's website
- All 'refund applications are to be assessed by the Division Manager Training Services and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the Division Manager Training Services is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note: Where the student breaches the E-focus Policies and Procedures no refund is payable.

#### 2.2 Refunds due to non-delivery of course by RTO

Fees paid by the student are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances.

Any unused fees paid by the student are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, E-focus 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, E-focus will not be liable to refund the money owed for the original enrolment.

<b>Outline of Refund Arrangements</b>	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

### 2.3 Refunds based upon student application

Applications for refunds are to be processed by the Training Manager within 14 days from the date of application.

Applications sent to: Division Manager Training Services  
E-focus  
Level 2, 76-80 Turnham Avenue  
Rosanna VIC 3084

Where a student is unable to complete their course they may be eligible for a refund of unused fees paid by the student. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable. A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to students prior to confirming enrolment.

E-focus's refund arrangements are as follows:

Outline of Refund Arrangements	
Withdrawal more than 7 days prior to the commencement date	Partial refund of the fees paid by the student. Administration fee of \$50 to be held by the RTO.
Withdrawal less than 7 days prior to the commencement date	Partial refund of the fees paid by the student. Administration fee of \$100 to be held by the RTO.
Withdrawal after course commencement	Refund of unused fees paid by the student minus the administration fee paid at enrolment

\* 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 Division Manager Training Services and shall be assessed on a case by case situation.

### 2.4 Appealing Refund decisions

- All clients have the right to appeal a refund decision made by E-focus by accessing the complaints and appeals policy and procedure.
- Clients wishing to submit an appeal of the refund decision should refer to the complaints and appeals policy and procedure.
- This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the client'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 the client provides E-focus or that E-focus collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

## Appendix A

### Refund Application Form

Date: \_\_\_\_\_

Course: \_\_\_\_\_

Student Name: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Course Start Date: \_\_\_\_\_

I wish to apply for a refund for the tuition fees paid for the course described above and my reasons for applying for a refund are:

Please Tick Box	Refund Reason	Type of Refund
<input type="checkbox"/>	Withdrawal more than 7 days prior to the commencement date	Partial refund of the fees paid by the student. Administration fee of \$50 to be held by the RTO.
<input type="checkbox"/>	Withdrawal less than 7 days prior to the agreed start date	Partial refund of the fees paid by the student. Administration fee of \$100 to be held by the RTO.
<input type="checkbox"/>	Withdrawal after course commencement	Refund of unused fees paid by the student minus the administration fee paid at enrolment
<input type="checkbox"/>	The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund or rescheduled enrolment

*Please note:*

- Where the student breaches E-focus Policies and Procedures no refund is payable.
- Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

Applications sent to: *Division Manager Training Services  
E-focus  
Level 2, 76-80 Turnham Avenue  
Rosanna VIC 3084*

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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*Administration Use Only*

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 1. Refund Application processed?       | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. Refund Granted?                     | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. Refund Paid and enrolment cancelled | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Comments: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_