

Refund Policy

Policy number	RTOPO26	Version	1.1
Drafted by	Sally Wynd	Approved by Board on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Purpose

This Policy refers to all fee-paying students enrolled in a course or unity of study or studies and provides a broad framework and set of principles regarding the payment of refunds and any circumstances relating to this. This includes, but is not exclusive to:

- Self-funded Students (up-front payment of fees and/or payment plan);
- Enrolment Fees;
- Special Circumstances.

Scope

This policy applies to:

- All fee-paying students
- All courses.

Policy

Eagles RAPS Inc. is committed to ensuring fair and reasonable refund practices and will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/students where training and assessment activities have not been delivered.

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer 
DATE: 27 March 2018

Procedures number	RTOPR26	Version	1.1
Drafted by	Sally Wynd	Approved by Board on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Procedure

Policy Principles

- Details of the Refund Policy are to be publicly available.
- Refunds, where made, will be paid within 2 weeks of the application. Refunds within the Special Circumstances Policy will take longer.
- With regard to all withdrawals, we firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a unit of competency/unit of competencies or course must be provided by a student to apply for a refund for a course. This may be via letter or email.
- There is no refund available where a student has commenced their unit of study.
- There is no refund to participants who do not obtain their qualification after assessment (Not Yet Competent).
- There is no refund for RPL assessments after enrolment, where advanced standing resources and services have been supplied to the student.
- Eagles RAPS Inc. does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- Provides a full refund to students, should there be a need to cancel a course.
- In the case of course cancellation, students do not have to apply for a refund, Eagles RAPS will process them automatically.
- Refunds are granted on a sliding scale.

Reason for refund	Notification requirements	Refund
Student withdraws from specific unit or units of study.	In writing, eight (8) calendar days or more prior to the course commencement.	100% of the unit or units of study (paid by student).
Student withdraws from specific unit or units of study.	In writing, within seven (7) calendar days prior to the course commencement.	Refund of fees paid less a \$25 administration fee per unit or units of study.
Student withdraws from specific unit or units of study.	In writing less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the unit or units of study by Eagles RAPS Inc.	After course commencement due to inappropriate behaviour	Nil Refund- student remains liable for the full unit or units of study fee.
Course cancelled		100% of the unit or units of study fee (paid by the student)

Special Circumstances

Students who are having difficulty paying any relevant fees are encouraged to contact the Service Manager or Coordinator. Where applicable, exceptions may be granted under financial hardship and other extenuating circumstances. See the Special Circumstances Policy.

Request for Refund

Students who believe that they may be eligible for a refund are required to complete a Request for Refund Form.

Related Documents

- Special Circumstances Policy
- Fees Policy
- Complaints Policy

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer



DATE: 27 March 2018

Revision History

Revision	Date	Description of Modifications
1	20/6/2022	Education Programs Manager changed to Coordinator
2		
3		
4		
5		
6		
7		
8		
9		
10		