

## **Refund Policy – Standard 5.3**

### **Purpose**

BAKER EBERT PTY LTD Organisations. As such, BAKER EBERT PTY LTD is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

### **Policy Statement**

BAKER EBERT PTY LTD is committed to ensuring fair and reasonable refund practices.

#### **BAKER EBERT PTY LTD will:**

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

### **Policy Principles**

#### **The following principles underpin this policy.**

- Details of Refund Policy are to be publicly available.
- Payment of all refunds is made within one week (seven days) of application for refund.
- With regard to all withdrawals, will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This must be by completion of the application of refund form. (requests for the form can be via email or verbal)
- There is no refund applicable where a client has commenced their course/unit.
- There is no refund to participants who do not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- BAKER EBERT PTY LTD does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

If for any reason BAKER EBERT PTY LTD is unable to fulfil its service agreement with a student, BAKER EBERT PTY LTD must refund the student's proportion of fees paid for services not delivered. In the first instance will (where possible) provide an opportunity for the client to attend another scheduled course.

If BAKER EBERT PTY LTD cancels a course, clients do not have to apply for a refund, BAKER EBERT PTY LTD will process the refunds automatically.

#### **The following refund policy will apply:**

- BAKER EBERT PTY LTD reserves the right to retain the amount of administration fees incurred
- BAKER EBERT PTY LTD will provide a refund to the student within 14 days of receipt of the "Application for Refund form".
- The refundable amount will be for material costs, if the application form is received prior to the commencement of the program and the materials provided are returned in an unused condition
- The administration fee of \$200 (GST inclusive) is not refundable

### **No Refund**

BAKER EBERT PTY LTD will make no refund of any fees if "Application for refund form" is received after the commencement of training

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these



cases the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

### **Protecting fees being paid in advance**

BAKER EBERT PTY LTD acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities BAKER EBERT PTY LTD adopts the option to accept payment of no more than \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement BAKER EBERT PTY LTD will require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

### **Student complaints about fees or refunds**

Students who are unhappy with BAKER EBERT PTY LTD arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with BAKER EBERT PTY LTD complaints policy and procedure

### **Keeping students informed**

To ensure that students are well informed of the financial considerations of their enrolment BAKER EBERT PTY LTD undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on the enrolment form
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by BAKER EBERT PTY LTD to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The BAKER EBERT PTY LTD refund policy.

### **Responsibilities**

The CEO is responsible for ensuring compliance with this policy.

The finance controller of BAKER EBERT PTY LTD will process refund requests within 1 week from the day of receipt.

### **Access & Equity**

The Access & Equity Policy applies. (See Access & Equity Policy)

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### **Records Management**

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### **Monitoring and Improvement**

All Refund practices are monitored by the CEO and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## Refunds Procedures- Standard 5.3

### STEP 1 – Lodgement of Refund by Client

No.	Who	Actions
1.1	Client	Client completes “Refund Request Form”, notifying their request for a refund of fees paid.
1.2	Admin	<p>Review the refund application and ensure that the Client is eligible for a refund.</p> <p>If a refund is due, calculate the amount of refund due.</p> <p>Check client records to identify how the money was originally paid (i.e. cash, cheque, company or credit card).</p> <p>If the money was originally paid via cash or cheque, note refund to be issued by cheque.</p> <p>If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.</p> <p>If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.</p> <p>Complete “Refund Request Form”.</p> <p>Provide completed “Refund Request Form” to CEO for Approval.</p> <p>Go to Step 3.</p>

### STEP 2 – Refund of fees – Due to Course Cancellation

No.	Who	Actions
2.1	Admin	<p>Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course.</p> <p>Determine the full amount of refund due to each client.</p> <p>Check to identify how the money was originally paid (ie cash, cheque, company or credit card).</p> <p>If the money was originally paid via cash or cheque, note refund to be issued by cheque.</p> <p>If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.</p> <p>If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.</p> <p>Complete a “Refund Request Form” for each client eligible for a refund.</p> <p>Provide completed “Refund Request Form” to CEO for Approval.</p>

### STEP 3 – Management approval for Refund

No.	Who	Actions
3.1	CEO	<p>Review refund and note approval/modification/decline on “Refund Request Form”.</p> <p>Return Completed “Refund Request Form” to Admin for processing.</p>

## Refunds Procedures- Standard 5.3

### STEP 4 – Finalise Refund Request

No.	Who	Actions
4.1	CEO	<p>If a refund is approved:</p> <p>Process refund in SMS</p> <p>Enter note in SMS for the client</p> <p>Update the “Refund Request Form”.</p> <p>Take a copy of completed “Refund Request Form” for client file.</p> <p>Send original “Refund Request Form” to finance for processing.</p> <p>File all documentation on client file.</p> <p>If a refund is declined :</p> <p>Complete and send written notification to client advising the refund has been declined and the reasons.</p> <p>Enter note in SMS for the client.</p> <p>Update the “Refund Request Form”.</p> <p>File original completed “Refund Request Form” and all documentation on the client file.</p>

### STEP 5 – Processing the Refund

No.	Who	Actions
5.1	Finance	<p>Upon receipt of completed “Refund Request Form” process and make refund to the client. Noting the method of refund.</p> <p>Update finance system (eg MYOB, QuickBooks etc)</p> <p>File documentation accordingly, in Refunds File.</p>