

# Refund Policy

## 1. Purpose

Velisha Education Group is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Velisha Education Group 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.

## 2. Policy Statement

Velisha Education Group is committed to ensuring fair and reasonable refund practices.

Velisha Education Group 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.

## 3. Policy Principles

The following principles underpin this policy.

- a) Details of Velisha Education Group Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Velisha Education Group will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) Velisha Education Group does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) Velisha Education Group provides a full refund to all clients, should there be a need for Velisha Education Group to cancel a course. In the first instance Velisha Education Group will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If Velisha Education Group cancels a course, clients do not have to apply for a refund, Velisha Education Group will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

### 3.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom-based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by <b>Velisha Education Group</b>	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by <b>Velisha Education Group</b>		100% of the course fee (paid by the client)

- a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

### 3.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units <b>NOT</b> commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the client is Refunded

#### 4. Velisha Education Group Responsibilities

The CEO Velisha Education Group is responsible for ensuring compliance with this policy. RTO Administrator of Velisha Education Group will process refund requests within 1 week from the day of receipt.

#### 5. Access & Equity

The Velisha Education Group Access & Equity Policy applies. (See Access & Equity Policy)

#### 6. Records Management

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

#### 7. Monitoring and Improvement

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

Refunds Procedures		
STEP 1 – Lodgement of Refund by Client		
No.	Who	Actions
1.1	Client	a) Client completes “ <b>Refund Request Form</b> ”, notifying their request for a refund of fees paid.
1.2	Admin	a) Review the refund application and ensure that the Client is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check client records to identify how the money was originally paid (i.e. cash, cheque, company or credit card). <ul style="list-style-type: none"> <li>i. If the money was originally paid via cash or cheque, note refund to be issued by cheque.</li> <li>ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.</li> <li>iii. 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.</li> </ul> d) Complete “ <b>Refund Request Form</b> ”. e) Provide completed “ <b>Refund Request Form</b> ” to CEO for Approval. f) Go to Step 3.

# Refunds Procedures

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

No.	Who	Actions
2.1	Admin	<ul style="list-style-type: none"> <li>a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course.</li> <li>b) Determine the full amount of refund due to each client.</li> <li>c) Check to identify how the money was originally paid (ie cash, cheque, company or credit card).                             <ul style="list-style-type: none"> <li>i. If the money was originally paid via cash or cheque, note refund to be issued by cheque.</li> <li>ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card.</li> <li>iii. 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.</li> </ul> </li> <li>d) Complete a “<b>Refund Request Form</b>” for each client eligible for a refund.</li> <li>e) Provide completed “<b>Refund Request Form</b>” to CEO for Approval.</li> </ul>

## STEP 3 – Management approval for Refund

No.	Who	Actions
3.1	CEO	<ul style="list-style-type: none"> <li>a) Review refund and note approval/modification/decline on “<b>Refund Request Form</b>”.</li> <li>b) Return Completed “<b>Refund Request Form</b>” to Admin for processing.</li> </ul>

## STEP 4 – Finalise Refund Request

No.	Who	Actions
4.1	CEO	<ul style="list-style-type: none"> <li>a) If a refund is approved:                             <ul style="list-style-type: none"> <li>i. Process refund in SMS</li> <li>ii. Enter note in SMS for the client</li> <li>iii. Update the “<b>Refund Request Form</b>”.</li> <li>iv. Take a copy of completed “<b>Refund Request Form</b>” for client file.</li> <li>v. Send original “<b>Refund Request Form</b>” to finance for processing.</li> <li>vi. File all documentation on client file.</li> </ul> </li> <li>b) If a refund is declined :                             <ul style="list-style-type: none"> <li>i. Complete and send written notification to client advising the refund has been declined and the reasons.</li> <li>ii. Enter note in SMS for the client.</li> <li>iii. Update the “<b>Refund Request Form</b>”.</li> <li>iv. File original completed “<b>Refund Request Form</b>” and all documentation on the client file.</li> </ul> </li> </ul>

## STEP 5 – Processing the Refund

No.	Who	Actions
5.1	Finance	<ul style="list-style-type: none"> <li>a) Upon receipt of completed “<b>Refund Request Form</b>” process and make refund to the client. Noting the method of refund.</li> <li>b) Update finance system (XERO)</li> <li>c) File documentation accordingly, in <b>Refunds File</b>.</li> </ul>