

REFUND OF FEES POLICY AND PROCEDURE

1. PURPOSE

The purpose of this Refund of Fees Policy is to establish clear and transparent guidelines for refunding fees to students enrolled in programs and courses offered by Allman College. This policy is designed to protect the rights and interests of students while maintaining the financial integrity of the organisation.

2. POLICY

This Refund of Fees Policy is intended to promote fairness and transparency in fee refund processes while aligning with the standards and regulations set forth for Registered Training Organisations. It is the responsibility of all staff members and students to adhere to this policy and to seek clarification or assistance when needed

Allman College will issue a refund to a learner under the following circumstances.

- Full refund of any fees paid will be given where:
 - Allman College cancels a course prior to commencement
 - Allman College reschedules a course to a time unsuitable to the learner
- A pro rata refund of any fees paid, and not yet used for the delivery and assessment services of the course will be given, in the event of cancellation or discontinuation a course, due to circumstances beyond Allman College's control. Determining "services not delivered" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the course is terminated.
- A full refund of fees paid, including the enrolment application fee, will be issued where a learner withdraws in writing from a course at least 14 calendar days prior to the commencement date.
- A refund of 50% of fees paid and the enrolment application fee, will be issued where a learner withdraws in writing from a course less than 14 calendar days prior to the course commencement date.
- No refund will be issued for any fees paid after course commencement and the learner remains liable for the full course cost. An exception to this policy is where Allman College fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- There is no refund to learners who do not obtain their qualification after assessment.
- There is no refund to a learner who is removed from the course for serious misconduct
- The Chief Executive Officer may exercise discretion as to the payment of a refund where the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal from the course.
- Students who have any queries regarding eligibility for refunds should contact the CEO

in the first instance.

3. RESPONSIBILITY

CEO is responsible for ensuring compliance with this policy.

Administration Manager is responsible for the implementation of this procedure, to maintain records as per this policy and to ensure that all staff with responsibility are aware of and implement this policy

All administration staff must be aware of and implement this policy

4. REQUIREMENTS

Allman College is required to abide by the [Australian Consumer Law - external site](#) (ACL) regarding refunds where the service does not meet a consumer guarantee.

5. SCOPE

This policy and procedure applies to all domestic learners/clients of Allman College who are requesting a refund.

6. PROCEDURE

The steps in the procedure are:

- A learner who wishes to cancel their enrolment and apply for a refund must do so in writing. This may be via email or letter.
- The learner is to complete the Refund Request Form. The form may be obtained from Administration or from the website. If Allman College cancels a course, learners do not have to apply for a refund, Allman College will process the refunds automatically.
- Where appropriate the RTO Manager or delegate will contact the learner to discuss alternate arrangements to course withdrawal:
 - continue with their enrolment by providing them with additional learning support or
 - defer the course to a later date
- The refund request is to be processed by Administration and the outcome approved by the CEO.
- An eligible refund request must be paid within 14 days by Administration. Refunds are paid by electronic funds transfer into the bank account nominated by the learner in the Refund Request Form. Refunds will only be refunded to the person who entered into the contract with Allman College and will not be provided to a third party. No refunds are paid in cash.
- Learners who are unhappy with Allman College's arrangements for the collection and refunding of fees paid are entitled to lodge a complaint. This should occur in accordance with Allman College's Complaints and Appeals Policy and Procedure.

Situation	Refund
Short Courses – 1 to 2 days duration	
Withdrawal before Course Commencement Date <ul style="list-style-type: none"> If the student cancels in writing 5 or more business days before the course starts If the student in writing cancels less than 5 business days before the course starts 	100% refund of paid tuition fees No refund
Qualifications	
Withdrawal before Course Commencement Date <ul style="list-style-type: none"> If the student cancels in writing 14 or more business days before the course starts If the student cancels in writing less than 14 business days before the course starts 	100% refund of paid tuition less non-refundable fees, where applicable 80% refund of paid tuition less non-refundable fees, where applicable
Course Transfers:	
This applies to all courses and qualifications	
If the student requests a transfer in writing, 5 or more business days, before the course starts	First transfer: No charge Subsequent transfers: 50% course transfer fee
If the student requests a transfer in writing, less than 5 days, before course starts	50% course transfer fee
Student wishing to transfer to another date or course	Transfer once at no cost. Subsequent transfers will incur an additional 50% of course fee
General	
This applies to all courses and qualifications	
If the student cancels after course commencement date	No refund of paid tuition fees
Written notification of withdrawal received after commencement	No refund of paid tuition fees
Student has overpaid & has documentation to support overpayment	Full refund of overpaid monies
Student has paid monies and the course is unavailable to commence	Full refund of all course fees paid
Cancellation of a course by the RTO (including closure of RTO)	Full refund of all course fees paid

7. POLICY IMPLEMENTATION

This policy will be made available to all staff members and stakeholders through the internal communication channels, the website and in the Student Handbook.

8. REVIEW

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.