



# REFUND POLICY

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Refund Policy  
Effective Date: **draft 05/07/2016**

Policy #: **00**  
Revised:

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Purpose:

To ensure that all fees and charges are refunded where applicable according to the payment terms agreed to on a student's enrolment form in line with legislative regulations.

Additional Authority:

CEO and Senior Management

Scope:

This policy applies to a person who has enrolled into a course of study with the college and who is seeking a partial / full refund.

Responsible Designation:

Chief of Operations

Related documents/publications/policies:

- Higher Education Support Act - VET Guidelines 2015
- Standards for Registered Training Organisations 2015 (Standards)

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## **POLICY AND PROCEDURE FRAMEWORK**

This policy and procedure document consists of the following sections:

- 1.1 Policy Statement
- 1.2 Guidelines
- 2.0 Procedure
- 2.1 Exemptions

### **1.1 Policy Statement**

Quest College must have a refund policy that meets the requirements of the Standards for Registered Training Organisations 2015.

This policy must also include:

- the provision for full refunds to students for contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
- the provision of proportionate refunds where the student has withdrawn from a Unit of Competency/Module; and
- the provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions

Quest College holds current membership of an approved Tuition Assurance Scheme which, if the college is unable to provide services for which the student has prepaid, will ensure:

- a) the student is placed into an equivalent course such that:
  - the new location is geographically close to where the student had been enrolled; and
  - the student receives the full services for which they have prepaid at no additional cost; or
- b) if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

## **1.2 Guidelines**

The student tuition fee is the amount paid for a course of study. Students may decide to withdraw from a course before it has been completed. If this occurs the college will be required to investigate what amount is required to be refunded.

Quest College has a schedule of tuition fees on our website.

## **2.0 Procedure**

Refunds are calculated according to the type of enrolment undertaken which will be one of the following:

1. Fee for Service Qualification
2. Government assisted Qualification – including User Choice
3. Certificate III Guarantee Qualification
4. Assessment only – including RPL

### **Fee for Service Qualification**

Students enrolled in fee-for-service qualifications will be invoiced as agreed at time of enrolment and detailed on the Quest College Enrolment form. Payment in full or a payment plan must be finalised prior to commencement of training.

Students who notify Quest College of their request to withdraw more than two weeks prior to commencement of training will receive a full refund of monies paid less the \$50 upfront payment.

Students who notify Quest College of their request to withdraw less than two weeks prior to commencement or after training has commenced forfeit the right to a refund.

If you wish to defer, the total amount paid will be transferred to the new course. You are only able to defer once.

### **Government Assisted Qualification – including User Choice**

Quest College provides a full refund to students for fees charged for units of competency where training delivery has not commenced at the time of cancellation of enrolment.

Any training courseware provided must be returned in good condition before any refund moneys are paid. Where trainees have a tailored Training Plan based on specific needs of the workplace, and results in additional costs of delivery due to workplace customisation or deluxe materials charges, the refund will be calculated after additional costs have been paid. Additional costs are not refundable.

### **Certificate III Guarantee Qualification**

Students are required to pay a contribution fee which is charged per unit. Payment of this is required in full upfront prior to commencing training. There is no refund to students who wish to withdraw once the training is commenced.

If a student defers these fees will be transferred into the next course. The student may only defer once.

### **Assessment-only Services – including Recognition of Prior Learning (RPL)**

Candidates participating in fee-for-service Assessment Only services will be invoiced as agreed at enrolment. If the candidate cancels prior to completion of recognition services a full refund applies to unit/s where no relevant evidence has been submitted by the applicant for assessment, no assessor directed assessment activities or interview has occurred between the assessor and applicant in relation to the unit/s of competency, and no respective assessment resources have been issued to the applicant by Quest College.

Where evidence has been submitted by the candidate for evaluation to a unit/s of competency, and assessment has been undertaken, no refund applies. Where an applicant has been deemed unsuccessful in an RPL assessment of a unit/s of competency, the applicant will be offered the option to enroll in the learning program to undertake gap training. The amount paid for a unit/s of competency at enrolment may contribute towards any further costs that would be

due to undertake further training. If the applicant has chosen to undertake further training and has paid additional fees to complete a unit/s of competency then the Fee-For-Service Qualification Refund Policy will apply.

## **2.1 Exemptions**

### **PARTIAL EXEMPTION TO STUDENT CONTRIBUTION FEES**

Quest College will charge 40% of the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- The student was or will be under 17 at the end of February in the year in which Quest provides training, and the student is not at school and has not completed year 12;
- The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The student issues Quest College with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Quest Enrolment Form.

### **FULL EXEMPTION TO STUDENT CONTRIBUTION FEES**

Full exemption from the Student Contribution Fee applies to following exemption categories:

- Where payment of the student contribution fee would cause the Participant extreme financial hardship, then the Quest College may exempt the Participant from these fees.
- Where the Participant is a School-based Apprentice or Trainee (SATS).
- Year 12 fee free eligible (refer to fact sheet)

If you would like to apply for Full exemption for your student contribution fees due to financial hardship please contact Quest College to discuss this and fill in the necessary paperwork.