

Enrolment

E4 Refunds and Cancellation

| | |
|-------------------------|--|
| Standards for RTOs 2015 | |
| Standards Referenced | |

General Policy

TSTCA will refund fees and charges to learners who cancel or withdraw from their course according to the criteria listed below.

Course cancellation

TSTCA reserves the right to cancel a course, whether pre-apprenticeship, apprenticeship, or post-trade, if insufficient learners enrol in it, or if circumstances beyond our control require us to do so. TSTCA will provide learners with a full fee refund in this situation.

Fee for service courses

Learner cancellation

TSTCA complies with the following general refund and cancellation policy for all fee for service courses. For more information, refer to the [E3 Fees Policy](#).

Refunds will be calculated according to the following table.

| Number of days' notice | Refund |
|--|--|
| More than 10 days before course starts | Full refund of all fees, less \$200 administration fee |
| 4 - 9 days before course starts | 50% refund of fees |
| Within 4 days of course starting | No refund of any fees |
| After commencement of course | No refund of any fees |
| Online/correspondence courses | |
| Within 10 days of the enrolment confirmation date (cooling off period) | Full refund of fees |

Clients who wish to cancel a course/unit of competency/module will need to apply for a refund of fees in writing to TSTCA by completing a [E_FM01 Refund Request Form](#), stating the reason for the request for refund and where applicable, including evidence to substantiate the claim submitted to the General Manager for processing.

The first initial response from TSTCA for these types of requests will be a review of the student's circumstance with a view to approving an extension of time to finish the course. Learner transfer

As an alternative to course cancellation, and provided the request falls within four days of the course starting, TSTCA will allow a learner to transfer their enrolment to the next available same course. Any fees and charges paid by the learner will transfer to the next course.

Substitution (short course)

A learner may request to transfer their course enrolment to another person, and tell TSTCA this in writing, before the course starts. At the discretion of TSTCA may restrict substitutions depending on the amount of notice provided. TSTCA reserves the right to confirm or reject substitution.

Deferment (short course)

In special circumstances TSTCA may allow a learner who has commenced their course to defer to the future course. In this situation, the pro-rata of fees paid will be used as credit to pay for the remainder of the same course at a future date. The pro-rata fees credit cannot be transferred to another person. The credit is non-refundable. Deferment must be approved by the CEO or their authorised delegate.

TSTCA mandated withdrawal

TSTCA may withdraw a learner who has not attended a post trade course for two consecutive classes. TSTCA will contact the learner after the second absence to confirm the learner's intention. If the learner confirms they are withdrawing or does nothing, TSTCA will withdraw them from the course. The learner is not eligible for any fee refunds or pro rata deferment in this case.

For more information regarding TSTCA mandated withdrawal, refer to the [S3 Progress Monitoring Policy](#).

Government funded courses

Learner Cancellation (excluding apprenticeships)

Learners who want to cancel their enrolment in a government funded course must apply in writing.

Refunds will be calculated according to the following table.

| Number of days' notice | Refund | Administration charge |
|---|---|-----------------------|
| More than 10 days before course starts | Full refund of all fees | \$75 |
| Within 10 days of course starting | Refund of tuition fees only No refund of materials fee | \$75 |
| Within 28 days of starting course | Pro rata refund of tuition fees (based on \$2 per hour for hours scheduled will be withheld) No refund of materials fee | \$75 |
| More than 28 days after starting course | No refund of any fees | |

In all cases, tools purchased through TSTCA must be unopened and unused to claim tool refund.

The General Manager may exercise the right to amend or negotiate fee refunds in exceptional circumstances beyond the control of the learner.

Substitution and deferment

Learner substitutions are not permitted. Learner deferment may be possible in exceptional circumstances beyond the control of the learner, at the discretion of the CEO or authorised delegate.

Supporting Processes

The following processes are defined to ensure these policy requirements are met:

| Process Name | Purpose |
|--------------|---------|
| | |
| | |

Supporting Forms and Documents

| Document Identifier | Name |
|---------------------|---------------------|
| E_FM01 | Refund Request Form |
| | |

Evidence

| Source | Demonstrating |
|-------------------------------|---------------------------|
| Completed Refund Request Form | Outcome of Refund Request |
| | |

--- End of Policy ---

Version Control

| Version # | Date | Changes |
|-----------|------------|--|
| 1.0 | 27/10/2017 | First release |
| 2.0 | 24/04/2018 | Add information re Refund Request Form and Online/correspondence courses |