

Refund Policy

05/2017

FEES, CHARGES AND REFUNDS

Fees for training vary depending on the unit, course or qualification and whether you are taking up a government subsidised place or are paying as a fee for service student. Accredited Training Centre of Australia Fees and Charges for a particular unit, course, and qualification are published on the website and the relevant brochures.

All applications for refunds must be made in writing by way of the “Application for Refund Form” and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

decision, then they are able to access the Grievances, Complaints and Appeals Policy and Procedure to have the matter reviewed. This is to be submitted within 10 working days of the decision.

REFUND OF STUDENT FEES

1. Purpose

The aim of Trison Business College Refund Policy & Procedure is to meet the requirements under:

- Standards for Registered Training Organisations 2015 – Standard 7.3

2.0 Scope

2.1 This policy and procedure applies to all potential and currently enrolled domestic students.

3.0 Definitions

3.1 **Tuition Fees:** fees that are directly related to the provision of a qualification/course/unit of study that Trison Business College is providing, or offering to provide, to a student. It includes: tuition services, instruction and delivery to a student, examination, evaluation and or any other assessment required for the completion of the unit of study and recognition of prior learning (RPL). It may also include:

- course materials, such as subject outlines, reading lists
- admissions services, including application costs

3.2 **Non-Tuition Fees:** fees that are indirectly related to the provision of a qualification/course/unit of study that Trison Business College is providing, or offering to provide to a Student and includes:

- reference texts and books
- administration fines or penalties
- student services and amenities fees that are not of academic nature

3.3 **Census Date:** This date is set by Trison Business College and it is the deadline for various requirements, including making upfront payments of your tuition fees or the commencement date of the qualification, course or unit of study.

3.4 **Prepaid Fees** (sometimes referred to as ‘fees collected in advance’) means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

3.5 **Refund**: amount of fees paid by the student to the provider, which is returned to the student under specific circumstances defined in this policy.

4.0 Responsibility

4.1 It is the responsibility of the Chief Executive Officer, Director (s), Training & Campus Manager (s), and the Student Support and Administration Officer (s) to ensure this policy & procedure is implemented.

5.0 Policy Statements and requirements

5.1 Trison Business College shall ensure that the refund information will be made available to students prior to and through the enrolment process.

5.2 Trison Business College will communicate in writing (and make publicly available) the current Refund policy and procedure to its students, employees, agents via:

- Trison Business College’s website,
- staff handbook,
- student handbook, and
- student enrolment agreement and form,

Also, it will be communicated verbally at staff induction and student orientation programs and upon request.

5.3 Trison Business College requires a written request to be made for all refunds. If a course has not commenced a full refund will be paid. Note that:

- a. For students attending classes, a course is deemed to have commenced as soon as an induction has been completed. This will usually be on the first day of class but may also occur prior to attending a class.
- b. For students studying online, a course is deemed to have commenced 24 hours after logging on to the online learning environment.
- c. Students studying by distance education are only entitled to a refund if the course materials for the first unit are returned in original condition within 3 working days.

In the unlikely event that Accredited Training Centre of Australia Pty Ltd is unable to fulfil its contract with a student then the proportion of fees paid by the student, for which services were not provided, will be refunded.

5.4 All ‘refunds’ are to be approved/signed off by either the:

- Training & Campus Manager or
- Chief Executive Officer or
- Director

5.5 All applications for refund shall be processed within fourteen (14) days of the application being placed or a notification of withdrawal being made. The student will be notified via either his/her nominated email or via post of the outcome of the refund application. A record of the refund will be kept on the student’s individual file.

5.6 If a refund is granted to a student, Trison Business college shall provide a statement explaining how the amount has been calculated. Any fees charged to the student to cover the administrative costs of processing a student’s enrolment application are non-refundable.

5.7 All students have the right to appeal a refund decision made by Trison Business College. Student wishing to access the Grievances, Complaints and Appeals Policy and Procedure should contact student administrations or via Trison Business College website.

Any complaints or disputes regarding refunds are to be referred to either:

- The Training and Campus Manager or

- The Chief Executive Officer, or
- The Director.

Students can also lodge a complaint with the Australian Skills Quality Authority (ASQA). A complaints form is available from the ASQA website at www.asqa.gov.au.

5.8 Any information that the student provides to Trison Business College or that Trison Business College collects about the student (including payments and refunds) can be communicated to authorized State and Commonwealth Agencies.

5.9 The Policy and Procedure shall ensure that all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Student Support and Administration Officer (s) and the following procedures will be followed in assessing the application.

5.10 Statement of Attainment will be issued to students at no charge on student withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

6.0 Refund Procedures

6.1 The student must fill and submit the:

- “Request for Refund” form and
- “Student Withdrawal” form (if applicable)

to Trison Business College’s Administration Officer either electronically via email to: enquiry@trison.edu.au or directly to the Trison Business College office(s). The forms can be downloaded from the Trison Business College web site www.trison.edu.au, or can be obtained from any of the college’s offices.

6.2 After receiving a formal withdrawal/refund notification or application from the student, the Trison Business College’s Administration Officer (in conjunction with the Training/Campus Manager) and within 14 days must process the request.

6.3 The student Administration officer will forward the refund documents to:

- Training & Campus Manager or
- Chief Executive Officer or
- Director

For final approval.

6.4 A written explanation (to accompany student refunds) as to how the refund was calculated will be sent to the student by the student administration officer.

6.5 The student administration officer will keep details of refunds provided will be maintained in individual student files.

6.6 Details of refunds must be entered into Refunds Register by the student administration officer.