QAT Policy P024

Domestic Student Refund Policy

1.0 Purpose

This policy is to outline the refund arrangements for domestic students of QAT. It is made available to students via the QAT website and upon enrolment.

2.0 Background

The need for a formalised refund policy is referenced in Standard 22.2 from the Standards for National VET Regulator (NVR) Registered Training Organisations states:

22.2 The NVR registered training organisation must provide the following fee information to each client:

\[ e) \text{ the organisation’s refund policy.} \]

NVR Standard 22.3 describes the options available to RTOs when collecting student fees in advance.

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

\[ c) \text{(Option 3) the NVR registered training organisation may accept payment of no more than $1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500.} \]

3.0 Definitions

Census date: This is the date after which students are unable to obtain a refund for any fees paid in advance for the remainder of the course or for that instalment period.

4.0 Policies & Procedures

4.1 Payment of course fees

In accordance with SNR 22.3, QAT will not accept more than $1000 from each individual student prior to the course start date. Instalment plans are generated for fee-paying domestic students, with payments due by the census date or as stipulated in the plan.

4.2 Student Default

QAT will not refund enrolment fees. In the event that the enrolment fee was waived or discounted as a promotion, $200 will be charged for administration costs on cancellation. This will be deducted from the prepaid fees. All course fees paid will be refunded if the student cancels on or before the census date (no reason for cancellation is required).

QAT is under no obligation to refund any course fees paid if:

- the student cancels after the census date.
the student’s course is cancelled by QAT on the grounds of misbehaviour.

In the case where no census date applies the student cancels after the student has started his or her course.

QAT reserves the right to assess each case on its individual merits. Where a student cancels a course due to personal circumstances beyond their control, and this claim is accompanied by documentary evidence, QAT may elect to refund all or part of any fees paid.

4.3 Provider Default

This applies where students don’t fall under the VET Tuition Assurance Scheme (refer to our statement of VET Tuition Assurance on our website for more information):

- Students will be offered a full refund of any course fees paid in the event that QAT cannot meet its obligations to deliver the course as intended.
- Any refund will be paid within four weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by QAT at no extra cost within 14 days. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted.

5.0 Refund Procedure (Non-VET FEE-HELP enabled courses)

- The student must fill out a “Refund Form” and either hand it to the reception staff at QAT or email it together with any supporting documents (medical certificate etc.).
- Refunds will only be paid to the person who entered into the contract with QAT, unless the person who entered into the contract gives written direction to QAT to pay the refund to someone else.
- Any refund will be paid within four weeks of the date of application, or the date on which the course ceased being provided.

5.0 Forms

- Refund Form

6.0 References

Standards for National VET Regulator (NVR) Registered Training Organisations

Version history

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<td>Expanded definitions in section 4.2</td>
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