

## Refund Policy

### Objective

This policy establishes the framework for Cire Training in the management of refunds; to ensure that students enrolling in an Accredited Course have a clear understanding of the refund policy prior to enrolment.

### Scope

Cire Training staff, CEO, Finance Department and students.

### Policy

Cire Training Management, Finance and Compliance teams will consider all applications for a refund fairly.

#### VET Courses

- Students who notify Cire Training that they are withdrawing from a course prior to the commencement date will be entitled to a full refund of the fee paid, less an administration fee of \$100. If the tuition fee is less than \$100, the student is not entitled to a refund.
- If students withdraw within 20 working days of commencement, a refund will be determined based on the Units of Competency that are not yet delivered.
- Students who withdraw after 20 working days of commencement are not entitled to a refund. The Executive Manager Education and Training may grant a refund based on individual circumstances.
- In the event that a course is cancelled by Cire Training students will receive a full refund.

#### Pre-Accredited Short Courses and Workskills Courses

- Students who withdraw from a Pre-Accredited Short Course and Workskills Course prior to commencement will receive a full refund less an administration fee of \$25. Students must notify regarding the withdrawal no later than 48 hours from commencement.
- The administration fee will be set by the Executive Manager Education and Training and reviewed annually based on contact hours.
- Students who withdraw after this period (48 hours from commencement) are not entitled to a refund, but may apply in writing to the Executive Manager Education and Training, who will consider any applications for refund on a case-by-case basis.

In the event that a course is cancelled by Cire Training, students will receive a full refund.

### Definitions

N/A

## Related Documents

Student Handbook  
Fees and Charges Policy  
Pre-enrolment Interview Checklist

## Related Legislation

Australian Quality Training Framework (AQTF)  
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers

## Area of Compliance

AQTF Conditions of Registration 5  
Victorian VET Funding Contract requirements.  
VRQA Guidelines for VET Providers Guideline 1.2 & 1.3  
Victorian Funding Contract Guidelines about Fees

## Organisational Area

Cire Education and Training

## Approved by:

The Board

Sign:..... Date: .....

## Operative Date:

May 2019

## Review date:

May 2021