
Refund Policy

Objective

This policy establishes the framework for Cire Training and Community Hubs 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 and Community Hub staff
- CEO
- Finance Department
- Students.

Policy

Cire Training and Community Hub Management 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 Senior Manager, 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, Workskills, and Fee for Service Courses

- Students who withdraw from a Pre-Accredited Short Course, Workskills or fee for service course prior to commencement will receive a full refund less an administration fee of \$25. Where the enrolment fee is less than \$25, no refund will be given. Students must notify regarding the withdrawal no later than 48 hours from commencement. Discretion may be used to increase the refund amount in exceptional circumstances at the approval of the Senior Manager, Training.
- The administration fee will be set by the Cire Training Leadership Team and reviewed annually.
- Students who withdraw after this period (48 hours from commencement) are not entitled to a refund, but may apply in writing to the Senior Manager, 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 and Community Hubs, students will receive a full refund.

Definitions

N/A

Related Documents

- Student Handbook
- Fees and Charges Policy
- Pre-enrolment Interview Checklist

Related Legislation

- Standards for Registered Training Organisations 2015

Area of Compliance

- Standards for Registered Training Organisations 2015 Clause 5.3 (c)
- Victorian VET Funding Contract requirements.
- Victorian Funding Contract Guidelines about Fees

Organisational Area

Cire Training and Community Hubs

Approved by

The Board

Signature:

A handwritten signature in black ink, appearing to be 'ABS'.

Date: October 2021

Operative Date

May 2019

Updated October 21

Review Date

October 23