



[RTO National Provider No: 32145]
[ABN: 13 138 320 662 ACN: 138 320 662]

REFUND POLICY

PURPOSE

To ensure compliance with the Standards for Registered Training Organisations 2015 that requires an RTO to protect fees paid in advance and to have a fair and reasonable refund policy in place.

Health Industry Training will apply this refund policy consistently and fairly to all students enrolled with the organisation.

PERSONS AFFECTED

- Individual students enrolled in a course offered by Health Industry Training who are not enrolled through the VET FEE HELP scheme.
- Any third party responsible for a student's course fees.

DEFINITIONS

Tuition Fees The fees received by Health Industry Training, directly or indirectly, that are directly related to the provision of a Course that Health Industry Training is providing, or offering to provide, to a student.

Incidental Fees The money received by Health Industry Training, directly or indirectly, that are directly related to the provision of a Course that Health Industry Training is providing, or offering to provide, to a student and includes:

- Resource fees - \$30/unit
- Enrolment fees - \$20/unit

PROCEDURE

Refund if course cancelled by Health Industry Training

A full refund of tuition fees paid will be issued to students if Health Industry Training defaults for any of the following reasons:

- The course ceases to be provided at any time after it commences but before it is completed, or
- The course is not provided in full to the student because a sanction has been imposed on the Registered Training Organisation

A full refund will be issued within 28 days of the default.

Refund if course cancelled by student

A student requesting a refund must complete the 'Application for refund' form available at www.healthindustrytraining.org.

The following conditions apply to all students wishing to cancel their enrolment into or from a Course with Health Industry Training.

A refund will be granted for the tuition fees only.

- Cancellations made before course commencement will receive a full refund for tuition fees only. For the purpose of this refund policy, it is considered a student has commenced a course on receipt of initial payment.
- Cancellations made within 2 weeks of a course commencement date will be refunded the tuition fees only less a cancellation fee of 50%. No incidental fees will be refunded.
- Cancellations made after 2 weeks of commencement will be liable for the Course fees in full.
- If a student fails to notify Health Industry Training of their withdrawal from a course they will be deemed as still enrolled and will be liable to pay the Course fees in full.
- Where a student has requested to withdraw due to the student incurring an illness or being involved in an accident a discretionary refund may be paid on receipt of a medical certificate. Any refund will be assessed on a case by case basis.

PUBLICATION

This Refund Policy will be made available to students and potential students through publication on the website (www.healthindustrytraining.org)

This Refund Policy was agreed to and ratified by the General Manager, GP Links Wide Bay trading as Health Industry Training on 4 January 2015.

RELATED FORMS

- Fees and charges policy
- Application for refund form