

## 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.

## 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 - \$50/unit

## PROCEDURE

### **Refund if course cancelled by Health Industry Training**

All fees levied are refunded in full if Health Industry Training is unable to commence the course as due to a lack of minimum student numbers, a course is cancelled or a student is not given a place due to maximum number of places being reached.

A full refund of relevant unit tuition fees will be paid at any time during delivery if a class is cancelled because of declining student numbers, no available training personnel or due to other circumstances caused by Health Industry Training.

Where there is an instance of Health Industry Training default due to unforeseen circumstances, Health Industry Training will endeavour to arrange for another course, or part of a course, to be provided to Students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Health Industry Training will not refund fees paid.

## **Refund if course cancelled by student**

For the purpose of this refund policy, it is considered a student has commenced a course on receipt of enrolment documentation.

The following conditions apply to all students requesting to withdraw their enrolment into or from a course with Health Industry Training.

- **Cancellations made before enrolment is completed and no welcome pack has been sent** will receive a full refund. In the instance that the welcome pack have been sent to the student a resource fee for each unit as outlined in the 'Definition' section of this refund policy will apply.
- **Cancellations made within 2 weeks of a course commencement date** will be refunded 50% of the tuition fees only. 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.

### ***IMPORTANT INFORMATION:***

Students who access the Payment Plan Option through Debit Success must be aware that:

- the contract is a legally binding contract;
- any late payments will incur a late fee
- withdrawal from a course does not terminate your financial contract and your obligation to pay out the full amount owing; and
- default of payments will result in Debit Success notifying debt collection or credit reporting agencies regarding any obligations to pay under this contract. The student will be liable for payment of debt collection services.

## **Refund Due to Illness / Hardship Application**

Health Industry Training generally approves a pro rata refund of fees and charges at any time during the course of delivery if a student withdraws for reasons of personal circumstances beyond their control, such as:

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the Student from completing their course; or
- Other exceptional reasons at the discretion of Health Industry Training.

The pro rata refund of fees is calculated taking into account the costs associated with the services already provided by Health Industry Training, the number of units successfully completed by the student, the duration of enrolment and any fees still outstanding. Where a student is making payments through the payment plan option with Debit Success, the Executive Director can waiver future payments in receipt of proof of illness or hardship. Please note, students are fully responsible for any outstanding fees payable before the Executive Director can approve cancellation of future payments.

Requests for refunds and supporting evidence must be emailed to [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org). The decision of assessing the extenuating circumstances rests with the Executive Director and shall be assessed on a case by case basis.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.