

## REFUND POLICY AND PROCEDURE

### POLICY

The policy of the organization is committed to work within the fair and transparent framework for charging of fees, the provision of protection for fees in advance and the refund of payments. We ensure that these policies will be equitable for the registered students of Elite Training Institute (here after known as 'ETI'). This policy and procedure supports Standard for Registered Training Organisations 2015.

### SCOPE

Fees and Refunds Fees are levied on all courses. The policy and procedure of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made at the reception or sending the refund application form and supporting documents to [info@eti.edu.au](mailto:info@eti.edu.au). This policy applies to all domestic students of ETI.

### PURPOSE

This policy and procedure will be equitable for the registered students of ETI. This is made for students to arrange for a refund request prior to their scheduled training.

### DEFINITION

'Provider Default' is where the registered provider fails to provide a course or ceases to provide a course to the student.

'Student Default' where a student does not start a course or withdraws from a course.

### PROVIDER DEFAULT

In the cases below a full refund will be provided to students within 2 weeks of the course default date:

- The course does not commence on the agreed start date, or
- The course ceases to be provided at any time after it starts 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 provider. ETI needs to postpone a course for any reason every effort will be made to reschedule the course within the following two months.

In the event that ETI is unable to deliver the course in full, the student will be offered a refund of all the course fees the student has paid to date. The refund will be paid to the student within 2 weeks of the default date. Alternatively, the student may be offered enrolment in an alternative course at ETI at no extra cost to the student than the total cost as advertised or given in the student's offer letter.

The student has the right to choose whether to take a full refund of course fees or to accept a place in another course. If the student chooses placement in another course, ETI will ask the student to sign a document to indicate acceptance of the placement.

## STUDENT DEFAULT

In the circumstances below there will be no refund of any fees paid.

- Students are not permitted to transfer course fees to another student, or
- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn), or
- The student failed to pay an amount he or she was liable to pay to the provider in order to undertake the course.

## PROCEDURE

### 1. For full fee paying students

If the student is unable to commence, a refund of 90% of the full fees will be forwarded to the student if 7 or more days' notice is given to ETI. Less than 7 days' notice student will get 50% refund of the fees.

### 2. Government Funding

Refunds must be requested in writing 7 days prior to withdrawal.

For Government Funding (e.g. Skills First Program) co-contribution refunds, this must be requested by writing Refund Request Form seven (7) days prior to withdrawal. This must be signed by the student and must have supporting documents. Refunds will be based on the remaining units not completed. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after a decision is made on the refund request.

- If a student is disadvantaged and cannot complete his/her course as a result of a situation that is reasonable and instigated by ETI then a full refund for the non-delivered portion of the course will be made and a Statement of Attainment will be issued for the units completed.

The student will be advised to write a formal letter stating the reasons behind the request for the cancellation of the studies and will have to fill up a Refund Request Form and will have to wait for the management's decision after the instigation of the case.

However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

- If the student does not complete the course or withdrew on their own discretion or desire then the "no refund after commencement of course" will be applied.
- For Government Funding co-contribution refunds, this must be requested by writing Refund request Form seven (7) days prior to withdrawal. This must be signed by the student and must have supporting documents. Refunds will be based on the remaining units not completed.

**In order to access refunds under the circumstances mentioned above, students must:**

- Refund request must be made on the Refund Request Form. This must be signed by the student.
- Fill out and submit the Refund Request Form by means of:
  - Emailing a signed form to [info@eti.edu.au](mailto:info@eti.edu.au)
  - Or
  - Posting directly it to our Head Office:

**HEAD OFFICE:**

**Level 3 and 7, 20 Otter Street, Collingwood, Victoria: 3066**

**Phone: 0390880255**

- Assessment on the request will be conducted and ETI will recommend promptly of the Refund outcome.
- If refund is applicable, the student will get a payment receipt.
- If the refund is not granted, then the student will be notified with a letter on the reasons for the outcome.
- If student is not satisfied on the result, the student can access our Complaints and Appeals form via our website ([www.eti.edu.au](http://www.eti.edu.au))