

Student Refund Policy and Procedure

RTO #40936 | Version 4.0 | Date: September 2025 | Review Date: September 2026

1. Purpose

This policy provides a fair, transparent, and consistent framework for refunding student fees where enrolment is cancelled, deferred, or varied. It ensures compliance with **SRTOs 2025**, the **Skills First Contract v3.0**, and Australian Consumer Law.

Linked Clauses:

- SRTOs 2025: Clauses 5.1–5.4, 7.3, 8.2
 - Skills First v3.0: Fee & Funding Rules, Section 9.3 (records)
 - Competition and Consumer Act 2010 (cooling-off, refunds, fair trading)
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2. Scope

Applies to all:

- Domestic fee-for-service students.
 - Skills First-funded students.
 - Students on payment plans.
 - Prospective students prior to commencement.
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3. Policy Statement

The RTO is committed to:

- Protecting students' financial interests.
 - Complying with fee protection requirements (prepaid fee caps).
 - Processing refunds in a timely manner.
 - Informing students of their rights and obligations at enrolment.
 - Ensuring refund conditions are consistent with Skills First requirements.
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4. Definitions



VASS College

- **Refund:** Monies returned to students in line with this policy.
 - **Prepaid Fees:** Course monies collected before delivery of training.
 - **Prepayment Cap:** Maximum of \$1,500 collected before commencement (unless protected).
 - **Exceptional Circumstances:** Illness, disability, bereavement, or unforeseen hardship supported by documentation.
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5. Procedures

5.1 General Principles

- Refund requests must be submitted in writing using the Withdrawal/Refund Form.
- Refunds are processed **within 10 business days** of receiving a complete application.
- If the RTO defaults (e.g., course cancelled), refunds will be processed **within 2 weeks**.
- Refunds will only be processed once funds are cleared in the RTO's account.

5.2 Full Refunds Granted If:

- RTO withdraws or cancels an offer.
- RTO cannot commence or ceases to deliver the course.
- Student withdraws **28 days or more** before commencement.
- Course is cancelled or deferred by the RTO.
- Student applies for RPL and is granted a reduction in tuition fees (partial refund of difference).

5.3 Partial Refunds

- **14–27 days prior to commencement:** 75% refund.
- **Up to 1 week after commencement:** 50% refund.
- **Beyond 1 week after commencement:** No refund (except in exceptional circumstances).

5.4 Exceptional Circumstances

Refunds may be approved where a student cannot commence or continue due to:

- Serious illness or disability.
- Death of the student or an immediate family member.
- Other compassionate grounds assessed case by case.
Documentary evidence is required (e.g., medical certificate, statutory declaration).

5.5 Payment Plans

- Prepaid fees capped at \$1,500 before course commencement.
 - Partial refunds calculated based on training delivered and amount paid.
 - Payment plans must be recorded and stored in student records.
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6. Responsibilities & Authorities

- **CEO** – Approves refunds in exceptional cases.
 - **RTO Manager** – Oversees refund processing and compliance with Skills First.
 - **Admissions/Finance Staff** – Manage refund applications, ensure records are updated.
 - **Compliance Consultant** – Reviews alignment with legislation and funding rules.
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7. Compliance References

- **SRTOs 2025:** Clauses 5.1–5.4, 7.3, 8.2
 - **Skills First Contract v3.0:** Fee & Funding Rules, Section 9.3
 - **Legislation:** Competition and Consumer Act 2010, Fair Trading Laws, Privacy Act 1988
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8. Document Control

- **Version:** 4.0
- **Approval:** CEO – [Insert Name & Signature]
- **Approval Date:** September 2025
- **Next Review Date:** September 2026
- **History:**
 - v3.1 (March 2025) – Clarified refund conditions for Skills First students.
 - v4.0 (Sept 2025) – Restructured into universal template; aligned with SRTOs 2025 & Skills First v3.0.