

<b>Document title:</b>		Refund Policy
<b>Approving authority:</b>		Board of Directors
<b>Related policies:</b>		Financial Management Policy Ethical Marketing and Advertising Policy Regulatory Requirements Policy Employee Code of Conduct and Ethics Policy Application and Admissions Policy Course Fees Policy Exit Points Policy Student Code of Conduct Policy Student Complaints and Appeals Policy
<b>Next review:</b>		01/06/2026
<b>Version</b>	<b>Release date</b>	<b>Comment</b>
V1.0	01/06/2023	Initial release

## 1. Introduction

ITAC is committed to providing a fair and transparent refund process for students, with a focus on ensuring our students have the opportunity to make informed decisions about their chosen career path. This policy is designed to outline the circumstances under which refunds may be available and to ensure compliance with the Standards for Registered Training Organizations (RTOs) 2015.

## 2. Purpose

This policy applies to all students seeking a refund, as well as staff and management responsible for processing refund applications. It aims to ensure that refunds are processed in a consistent, fair, and transparent manner for all students.

## 3. Refund Application Process

Students seeking a refund must apply in writing, preferably using the master form. Written requests can also be submitted via email from the student's email address on record.

## 4. Refund Eligibility within 30 Days of Enrolment

Students who wish to apply for a refund within the first 30 days of their enrolment, known as the census date, may be eligible for a refund, less the enrolment fee. This 30-day rule is in place to ensure students have ample time to decide if the chosen course is the right fit for them. Refunds will

not be considered after the 30-day period or once a student has submitted an assessment for marking.

#### **5. Refund Eligibility beyond 30 Days of Enrolment**

Once a student has been enrolled for more than 30 days or has submitted an assessment, refunds will be administered in line with the terms and conditions signed on enrolment. In these circumstances, the course fee is due, and refunds will not be considered.

#### **6. Refunds for ITAC Cancellations or Non-Delivery of Services**

If ITAC cancels a course or is unable to deliver the agreed-upon services, students are entitled to a refund at a fair and reasonable rate that is proportionate to the length of time enrolled in the course.

#### **7. Special Considerations for Account Credits**

Students experiencing unexpected and serious health issues or other extenuating circumstances that prevent them from continuing the course may apply to credits the remainder due on their account.

Examples of extenuating circumstances include the death of a spouse or bankruptcy. Examples of a serious health issue include terminal illness or newly diagnosed disability.

Applicants must provide relevant evidence, such as a medical professional's statement or official documentation, along with a brief written description of the situation submitted via email. The statement or documentation must confirm that the student is unable to engage in any aspect of their course for the following 12 months.

ITAC will review these applications on a case-by-case basis and may grant full or partial account credits at its discretion. Full credits cover all future amounts due, while partial credits require the student to pay a percentage of the remaining balance (e.g., 50%).

#### **8. Training**

Staff involved in processing refunds and handling refund-related inquiries will receive appropriate training to ensure a clear understanding of the refund policy and its fair and consistent application.

#### **9. Review**

This policy will be reviewed regularly to ensure it remains current and in line with Australian requirements for businesses, as well as the Standards for RTOs. Necessary updates will be made to maintain best practices and ensure the policy remains in the best interests of our students.

#### **Note:**

Standard 5.3 of the Standards for RTOs 2015 states: "Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the learner, specifying:

a) all relevant fee information including:

i) fees that must be paid to the RTO; and

ii) payment terms and conditions including deposits and refunds;"

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