

1.4 Fees & Refund Policy

1. Purpose

St Stephen's College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, St Stephen's College provides a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of student and client organisation fees and refunds.

2. Policy Statement

St Stephen's College will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by students/ client organisations, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of St Stephen's College Refund Policy are to be publicly available.
 - b) Payment of all refunds is made within 20 working days of an application for refund.
- Student Refunds
- c) With regard to all withdrawals, St Stephen's College will first encourage a student to enrol on another course or a course with a different commencement date, prior to processing refund applications.
 - d) Written notification of withdrawal from a qualification must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
 - e) Where a student is enrolled through their school they may only withdraw from a course or change course with permission of their school.
 - f) There is no refund applicable where a student has commenced their course/unit.
 - g) There is no refund to students who do not obtain their qualification after assessment.
 - h) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
 - i) St Stephen's College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
 - j) St Stephen's College provides a refund should there be a need for St Stephen's College to cancel a course. .
 - k) If St Stephen's College cancels a course, students and client organisations do not have to apply for a refund, St Stephen's College will process the refunds automatically.
 - l) Where an individual student pays qualification fees higher than AUD\$1,500 then this will be held in accordance with SRTO 2015 clause 7.3 and Schedule 6.

- m) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1) In the first instance St Stephen's College will (where possible) provide an opportunity for the student or client organisation to attend another scheduled course

Client Organisation Refunds

- n) Written notification of withdrawal from a qualification must be provided by a student or client organisation to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- o) There is no refund applicable to a client organisation where a student has commenced their course.
- p) St Stephen's College may provide a refund to client organisations, less administrative costs, should there be a need for St Stephen's College to cancel a course. In the first instance St Stephen's College will (where possible) provide an opportunity for the student or client organisation to attend another scheduled course.
- q) The amount of the refund will be negotiated with the client organisation on a case by case basis.

3.1 Fee Refunds for Individual Students

Refunds for direct student enrolments specific qualifications will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, fourteen days (14) working days or more prior to the course commencement	100% of the course fee (paid by the student)
Student withdraws	In writing, within seven (7) working days prior to the course commencement.	75% of the course fee paid to date by the student. See note (a) below.
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by St Stephen's College	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by St Stephen's College	One month or more before commencement	100% of the course fee (paid by the student or client organisation)
	Less than month prior to commencement.	75% of the course fee paid by student

Note: A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of a qualification.

4. St Stephen's College Responsibilities

The Managing Director is responsible for ensuring compliance with this policy and will process refund requests within 20 working days from the day of receipt.

5. Access & Equity

The St Stephen's College Access & Equity Policy applies. (See 8.1 Access & Equity Policy)

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See 7.3 Records Management Policy)

7. Monitoring and Improvement

All Refund practices are monitored by the Managing Director St Stephen's College and areas for improvement identified and acted upon. (See 6.1 Continuous Improvement Policy)