

Refund Policy

Preamble

Century Training is committed to the early resolution of staff and customer refunds in a fair and impartial manner.

Rationale

Systems for quality training and assessment.

Principles

Century Training deals with all refund promptly and systematically. Every refund must be recorded in writing with details of the process undertaken to resolve the case and its outcome.

The following rules apply for the submission of student refund applications:

1. A student is eligible for a refund of tuition fees where Century cancels a unit/s of competency before it or the student commences.
2. Upon withdrawing from a course, students must submit a refund application using the required form (provided at the end of this policy document), and provide any documentary evidence requested by Century Training within specified timeframes; and
3. In cases of Century Training cancelling a unit/s of competency or provider default students are not required to submit a student refund application, however; student bank details will be required by Century Training to process the refund.
4. If the student cancels before the commencement of the course, the 20% deposit will not be refunded.
5. Where a learner seeks a refund on the basis of an incorrect charge being accepted by the company.
6. Where a learner seeks a refund following cancellation of the enrolment prior to the commencement of the course, a full refund (less a non-refundable deposit, if applicable) shall be made.
7. After commencement of the course, fees are non-refundable except at the discretion of the General Manager.
8. In the unlikely event of course cancellation by Century Training, full fee refund including the non-refundable deposit is made to learners.
9. Where a learner's enrolment has been terminated due to disciplinary action, fees will not be refundable.
10. Refunds to be made by Electronic Funds Transfer (EFT) in favour of the learner.

If a student is eligible for a refund of tuition fees that were paid using a credit card, the refund will be credited back into that credit card account, less any transfer fees incurred by the transaction.

Student refund rules are applicable to students and third parties responsible for the payment of student fees. Costs will be refunded on a unit-by-unit basis for all non-commenced units as per Training Schedule.

Student refunds will be paid within 28 days of approval in normal circumstances (except in cases of provider default, in which student refunds will be provided within 14 days of the cancellation of the qualification or unit/s of competency).

Specified Timeframes Around Refunds

To withdraw from a course prior to commencement and obtain a full refund, students need to contact our administration office least five (5) working days prior to the start of the course. In the event of a withdrawal within five (5) working days prior to the start of the course, 50% of the course fee will be refunded with a \$15 administration fee.

No refunds can be made for cancellations received less than 24 hours prior to course commencement. In the event of cancellation by the student and or the employer, where full payment has not already been received Century Training and reserves the right to recover full course fees (100% course fees are payable).

Students who wish to transfer their booking for a later course must do so at least 24 hours prior to their scheduled course date; in this case course fees will be transferred to the next course. An administration fee of \$15 may apply in case of withdrawal (cancellation and or transfer), application of these will be dealt on a case by case basis. Funds will be held for a maximum of 12 months.

No refund will be given for withdrawal after the course has commenced.

Special Circumstances

In cases where students withdraw from training outside of the specified timeframes, Century Training will offer a credit to do the next available course. If the student is unable to do future courses Century Training may provide a student refund. However, Century Training has discretion to consider a student refund in cases of special circumstances.

To apply for special consideration, a student must make a written application to Century Training and attach evidence to support the special circumstances that have occurred.

In cases of special circumstances, Century Training are to determine the refund amount, with consideration of the circumstances of the withdrawal.

Exceptions To Refunds

Students who have their enrolment cancelled by Century Training as a result of academic or behavioural misconduct under the Century Training Disciplinary Procedures and Code of Conduct are not eligible for a refund of tuition fees for any training that has commenced.

The student submits falsified evidence of their eligibility to the course.

Century Training has temporarily closed due to extenuating circumstances such as fire, cyclone or flooding (natural disaster). Refunds may be delayed under such circumstances that are beyond Century Training's control.

Appeals

If a student is not satisfied with the decision made by Century Training in relation to their refund application, a review of the decision can be requested.

The independent review shall be carried out by the Century Training Decision Review Board. The Decision Review Board cannot include the person who made the previous decision. A written appeal will need to be submitted directly to Century Training for escalation to the Century Training Decision Review Board. The following conditions must be met:

The written appeal must be lodged within 28 days of receiving notice of the original decision, unless a longer period is allowed; and

The written appeal must specify the reasons for making the request, with any supporting evidence attached in the same email.

Century Training shall acknowledge receipt of any appeals in writing to the applicant.

Upon receiving a written appeal from a student, the Century Training Decision Review Board shall:

- a) seek all relevant information from the person who made the original decision
- b) review the case within 14 working days; and
- c) advise the person who made the original decision in writing with a clear rationale for the final decision.

The Century Training Decision Review Board may:

- a) confirm the original decision;
- b) vary the original decision; or
- c) set the original decision aside and substitute a new decision.

Deferment of Course and Fee Credit

Clients may receive a pro-rata credit, less the non-refundable deposit, if they cannot continue the course for unavoidable reasons. The credit can be used to pay for the same course at a future date.

Any credit of fees held is for the use of that client only and is non-transferable to other persons. Any credit of fees being held for the use of a client is non-refundable.

Other policies related to this policy

- Quality Management Policy
- Legislative Compliance Policy
- Financial Management Policy

Procedures relating to this policy

- Financial Management procedures
- Charges, Fee Protection and Refund procedures
- Student Enrolment procedures