

What you need to know – key take outs

ITeC Academy is committed to ensuring fair and reasonable refund practices.

ITeC Academy will:

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

Always read this policy in conjunction with the related procedures identified below.

<p>Policy principles</p>	<p>ITeC Academy will adopt a fair and reasonable approach to charging fees and provision of refunds that is in accordance with applicable legislation.</p> <p>The following principles underpin this policy:</p> <ul style="list-style-type: none"> • Details of ITeC Academy Refund Policy are to be publicly available. • Payment of all refunds is made within one week (seven days) of application for refund. • With regard to all withdrawals, ITeC Academy will firstly encourage a student/client to enrol on another course date, prior to processing refund applications. • Written notification of withdrawal from a training program must be provided by a student/client to apply for a refund for a course. • There is no refund applicable; <ul style="list-style-type: none"> ○ where a student/client has commenced their course/unit ○ to participants who do not obtain their qualification after assessment ○ for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the student/client • ITeC Academy does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student/client
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	<ul style="list-style-type: none"> • ITeC Academy provides a full refund to all student/clients, should there be a need for ITeC Academy to cancel a course. In the first instance, ITeC Academy will (where possible) provide an opportunity for the student/client to attend another scheduled course. If ITeC Academy cancels a course, student/clients do not have to apply for a refund, ITeC Academy will process the refunds automatically.
Purpose	<p>ITeC Academy is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ITeC Academy is required to have and provide details of a fair and reasonable refund process.</p> <p>The purpose of this policy is to provide for the appropriate handling of client refunds.</p>
Risk statement	IRT and ITeC Academy have a low risk appetite for failing to meet our legislative obligations.
Scope	The scope of this policy covers all ITeC Academy students, employees, contractors and/or third parties acting on behalf of ITeC Academy and potential ITeC Academy students.
Related procedure	<p>See ITeC Academy Procedure Manual section;</p> <ul style="list-style-type: none"> - Fees and Charges - Fees and Refunds - Consumer Protection
Related documents	<ul style="list-style-type: none"> • 1.03.801 Advertising and Marketing Policy • 1.03.806 Enrolment Policy • 1.03.854 Access and Equity Policy • Student Handbook • Procedure Manual • ITeC Academy Administration Process Manual • ITeC Academy marketing assets • Fees and Charges Schedule • Enrolment Form • Withdrawal/Refund Application Form • Fee Exemption Application
Compliance requirements	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Privacy Act 1988 • Student Identifiers Act 2014 • Standards for RTOs 2015:

	<ul style="list-style-type: none"> ○ SRTO 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients. ○ SRTO 5. Each learner is properly informed and protected. ○ SRTO 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. ○ SRTO 7. The RTO has effective governance and administration arrangements in place
Policy owner	General Manager ITeC Academy
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1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
National Vocational Education and Training Regulator Act 2011	<p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p>
Privacy Act 1988	<p>The Privacy Act requires that ITeC Academy have a Privacy Policy that sets out how ITeC Academy will deal with personal and sensitive information.</p>
Student Identifiers Act 2014	<p>The Student Identifiers Act 2014 (the Act) prevents anyone other than the USI account owner from collecting, using or disclosing USI information without consent unless permitted by the Act.</p>
Competition and Consumer Act 2010	<p>The Competition and Consumer Act 2010 consolidates various aspects of competition policy and consumer protection law in Australia. The legislation aims to enhance the welfare of Australians by promoting fair trading and competition, and providing consumer protections.</p>
Standards for RTOs 2015	<p>SRTO 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.</p> <p>SRTO 5. Each learner is properly informed and protected.</p> <p>SRTO 7. The RTO has effective governance and administration arrangements in place.</p>

2 Fees and Charges

2.1 Fees Payable

Fees are payable when the student has received notification of enrolment. Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement ITeC Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the ITeC Academy Trainer/Assessor. Fees will vary for different training programs. For a full list of current fees and charges please refer to the ITeC Academy Fees and Charges Schedule. Any reason(s) for concession or exemption from fees must be noted on the student's file including completion of the Fee Exemption Concession Application.

2.2 Fees and Charges Schedule

The General Manager ITeC Academy is responsible for approving the ITeC Academy Fees and Charges Schedule(s). As a minimum, the schedule of fees and charges is to include:

- The total amount of all fees including course fees, recognition of prior learning (RPL) fees, administration fees, material fees, and any other charges for enrolling in a training program;
- Any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings, etc.
- The fees and charges for additional services, including such items as issuance of a replacement qualification document or statement of results/transcript and the options available to students who are deemed not yet competent on completion of training and assessment;
- The ITeC Academy refund policy;
 - The nature of the guarantee given by ITeC Academy to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study; and
- A statement advising that no cash payments will be accepted.

2.3 Replacement of Text and Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, ITeC Academy will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition.

For a full list of replacement charges please refer to the ITeC Academy Fees and Charges Schedule.

2.4 Giving Notice of Enrolment Cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. ITeC Academy employees who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and recommending in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Withdrawal/Refund Application Form. Students who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the General Manager ITeC Academy.

2.5 Protecting Fees Being Paid in Advance

ITeC Academy acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2015 Standard 7 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered.

ITeC Academy will maintain compliance with RTO Standards 2015 Standard 7.3 by not charging more than \$1500 in prepayment fees.

The nominated Consumer Protection Officer for ITeC Academy is the General Manager ITeC Academy.

2.6 Keeping Students Informed

To ensure that students are well informed of the financial considerations of their enrolment, ITeC Academy undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule and associated information in the ITeC Academy Student Handbook:

- The total amount of all fees including course fees, administration fees, materials fees, and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by ITeC Academy to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The consequences of withdrawing from a government-funded program;
- The fees and charges for additional services, including such items as issuance of a replacement qualification document and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The ITeC Academy refund policy.

2.7 Recovery of Outstanding Fees

ITeC Academy will implement recovery procedures in line with IRT Group outstanding fees and charges practices.

3 Refunds

3.1 Short Courses and Skill Sets

Refunds for enrolments in short courses and skill sets will be calculated in accordance with the following sliding scale:

Reason for Refund	Notification Requirements	Refund
Student/client withdraws	In writing, 9 calendar days or more prior to the course commencement	100% of the course fee (paid by the student/client)
Student/client withdraws	In writing, within seven (7) calendar days prior to the course commencement	75% of the full course fee (regardless of how much the Student/client has already paid)
Student/client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student/client withdrawn from the course by ITeC Academy	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by ITeC Academy		100% of the course fee (paid by the student/client)

- a) A fee equal to 25% of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the student/client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

3.2 Full Qualifications

Refunds for enrolments on nationally recognised qualifications (workplace-based/traineeships) and accredited courses are subject to the following refund formula:

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification/Accredited course	Full Unit fee payable by the student/client Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification/Accredited course	Full Unit fee paid by the student/client is Refunded

3.3 Student Complaints about Fees or Refunds

Students who are unhappy with the ITeC Academy arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the Group Enrolments (Corporate Student/Employer)

- General Manager ITeC Academy (delegate) will negotiate course requirements with the relevant company student representative.
- Written confirmation is required to confirm course booking with names of individual students included.
- Enrolment forms are required for all individual students to secure a place.

4 Access & Equity

- The ITeC Academy Access & Equity Policy applies. (See Access & Equity Policy)

5 Records Management

- All documentation from Refund processes are maintained in accordance with the Record Retention and Reporting Policy.

6 Monitoring and Improvement

- All refund practices are monitored by the General Manager ITeC Academy and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

In practice example:

Joe X is a student who has fully paid their course fees at enrolment. Due to unforeseen personal circumstances Joe needs to withdraw from the course and has applied for a refund 14 days before course commencement. IRT Academy refunds Joe his prepayment in full.

7 Roles and responsibilities

Role	Responsibility
Policy Owner – General Manager ITeC Academy	<ul style="list-style-type: none"> Approve policy and monitor implementation of policy and associated procedures.
Policy Monitor – Compliance Manager	<ul style="list-style-type: none"> Draft policy Conduct self-assessment of implementation practices and compliance with relevant legal obligations.
Subject Matter Expert – Group Head Finance	<ul style="list-style-type: none"> Provide expert advice as required.
Subject Matter Expert – Legal Counsel	<ul style="list-style-type: none"> Provide expert advice as required.
Policy Implementation- all IRT Academy personnel	<ul style="list-style-type: none"> Implement policy and procedures.

Definitions

In this Policy, words have the following meaning:

Term	Definition
Student Identifier	Has the meaning given in the Student Identifiers Act 2014
RTO	Registered Training Organisation
LLN	Language, literacy and numeracy
SRTO	Standards for Registered Training Organisations