

Refund Policy

Purpose

Lalor Living & Learning Centre Inc. is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Lalor Living & Learning Centre Inc. is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

Policy Statement

Lalor Living & Learning Centre Inc. is committed to ensuring fair and reasonable refund practices.

Lalor Living & Learning Centre Inc. 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.

Policy Principles

The following principles underpin this policy.

- a) Details of Lalor Living & Learning Centre Inc. Refund Policy are to be publicly available
- b) Payment of all refunds is made within one week (seven days) of application for refund
- c) With regard to all withdrawals, Lalor Living & Learning Centre Inc. will firstly encourage a client to enrol on another course date, prior to processing refund applications
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form
- e) There is no refund applicable where a client has commenced their course/unit
- f) There is no refund to participants who do not obtain their qualification after assessment
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client
- h) Lalor Living & Learning Centre Inc. does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client
- i) Lalor Living & Learning Centre Inc. provides a full refund to all clients, should there be a need for Lalor Living & Learning Centre Inc. to cancel a course. In the first instance Lalor Living & Learning Centre Inc. will (where possible) provide an opportunity for the client to attend another scheduled course
- j) If Lalor Living & Learning Centre Inc. cancels a course, clients do not have to apply for a refund, Lalor Living & Learning Centre Inc. will process the refunds automatically
- k) Refunds for cancellation of enrolments are granted on a sliding scale (see below 0 & 0).

Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by Lalor Living & Learning Centre Inc.	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Lalor Living & Learning Centre Inc.		100% of the course fee (paid by the student)

- 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.
- Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

Qualifications / Accredited Courses

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	\$50.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the 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 client is Refunded

Lalor Living & Learning Centre Inc. Responsibilities

The Executive Officer; Lalor Living & Learning Centre Inc. is responsible for ensuring compliance with this policy.

Administration Officer and Bookkeeper of Lalor Living & Learning Centre Inc. will process refund requests within 1 week from the day of receipt.

Access & Equity

The Lalor Living & Learning Centre Inc. Access & Equity Policy applies. (See Access & Equity Policy)

1. Records Management

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

2. Monitoring and Improvement

All Refund practices are monitored by the Executive Officer; Lalor Living & Learning Centre Inc. and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Policy/Procedure name	Refund	Version	1
Policy number		Date developed	Nov 2017
Drafted by	Executive Officer	Approved by CoG	TBA
Responsible person	Executive Officer	Scheduled review date	Nov 2019
Policy Area	Operational		