

REFUND POLICY AND PROCEDURE

POLICY

1. Purpose

Success Resources International Pty Ltd (SRI) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, SRI 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 student refunds.

2. Policy Statement

SRI is committed to ensuring fair and reasonable refund practices.

SRI will:

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

3. Policy Principles

All fees paid are kept in a separate account (Course Account). Fees paid in advance are not used for any purpose until students have completed the program of training relating to the balance of the fees.

Success Resources International will adhere to the following refund policy at all times

Should the organisation cancel any course/training program students are entitled to a full refund or to transfer funds to future training. In the event that the student wishes to cancel their course/training program, they must note that an initial non-refundable deposit will apply. Refunds may be negotiated on the bases of personal hardship or sickness upon provision of substantiation of the claim. Pro rate refunds may also be organized by agreement between the participant and the organisation. All applications must be made to the Director.

Success Resources International will make a full refund of all fees paid should a course be discontinued. Should the student desire to take an alternative course with Success Resources International, fees will be fully transferable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable. (note that an initial non-refundable deposit will apply)

Should a student cancel an enrolment with Success Resources International, the following conditions will apply regarding a refund of fees:

- The enrolment fee is non-refundable
- Cancellation up to two (2) weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given
- Cancellation between course commencement date and two (2) weeks prior to the commencement of the course, 80% of fees will be refunded, less the enrolment fee

- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behaviour, except where extenuating circumstances prevail*
- All requests for cancellation or refunds must be made in writing (Refund Request FORM), and be accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four (4) weeks
- Confidentiality of participant information will be ensured

** Extenuating circumstances:

Should a participant have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 15% administration fee

4. SRI Responsibilities

The Director SRI is responsible for ensuring compliance with this policy.

The Financial Manager of SRI will process refund requests within one (1) week from the day of receipt.

5. Access & Equity

The SRI Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

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

7. Monitoring and Improvement

All Refund practices are monitored by the Director of SRI and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

PROCEDURE

Step 1: Lodgement of refund by client

Student	1.1	a) Student completes “ Refund Request Form ”, notifying their request for a refund of fees paid.
SRI Admin	1.2	<p>Review the refund application and ensure that the student is eligible for a refund.</p> <p>If a refund is due, calculate the amount of refund due.</p> <p>Check student records to identify how the money was originally paid (i.e. cash, cheque, company or credit card).</p> <ul style="list-style-type: none"> ➤ If the money was originally paid via cash or cheque, note refund to be issued by direct credit. ➤ If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. ➤ If the money was originally paid by a company, note the refund will apply as a credit to the company account or payment via direct credit for the refund. <p>Complete “Refund Request Form”.</p> <p>Provide completed “Refund Request Form” to Director for Approval.</p> <p>Go to Step 3.</p>

Step 2: Refund of fees – due to course cancellation

SRI Admin	2.1	<p>Should a course be cancelled for any reason, identify all students who have paid course fees for that particular course.</p> <p>Determine the full amount of refund due to each student.</p> <p>Check to identify how the money was originally paid (ie cash, cheque, company or credit card).</p> <ul style="list-style-type: none"> ➤ If the money was originally paid via cash or cheque, note refund to be direct credit. ➤ If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. ➤ If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a direct credit for the refund. <p>Complete a “Refund Request Form” for each student eligible for a refund.</p> <p>Provide completed “Refund Request Form” to Director for Approval.</p>
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Step 3: Management approval for refund

Director	3.1	<p>Review refund and note approval/modification/decline on “Refund Request Form”.</p> <p>Return Completed “Refund Request Form” to Admin for processing.</p>
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Step 4: Finalise refund request

Director	4.1	<p>If a refund is approved:</p> <ul style="list-style-type: none"> ➤ Enter note in SMS VETTRAK for the student ➤ Update the “Refund Request Form”. ➤ Take a copy of completed “Refund Request Form” for student file. ➤ Send original “Refund Request Form” to accounts for processing. ➤ File all documentation on student file. <p>If a refund is declined :</p> <ul style="list-style-type: none"> ➤ Complete and send written notification to student/client advising the refund has been declined and the reasons. ➤ Enter note in SMS for the student ➤ Update the “Refund Request Form”. ➤ File original completed “Refund Request Form” and all documentation on the client file.
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Step 5: Processing the refund

Accounts	5.1	Upon receipt of completed “ Refund Request Form ” process and make refund to the client. Noting the method of refund. Update finance system (XERO) File documentation accordingly, in XERO
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