

# FIT COLLEGE REFUND POLICY

## 1. Purpose

FIT College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, FIT College 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 learner refunds.

## 2. Scope

This policy applies to all fees involved in FIT College. Due diligence by all involved in the FIT College refund process is crucial in minimising risk to the company.

## 3. Policy Statement

FIT College is committed to ensuring fair and reasonable refund practices.

- Implement and maintain a process for a fair and reasonable refund of fees paid;
- Provide refunds for fees and charges paid by individuals/learners, where training and assessment activities have not been delivered;
- Display details on refunds publicly in the Student Handbook and Student Terms & Conditions;
- If a refund request has been approved, the refund will be processed within 28 days of the approval date;
- FIT College will firstly encourage a learner to enrol on another course date, prior to processing withdrawal or cancellation applications;
- All requests for refund, withdrawal or cancellation from a training program must be submitted in writing. This may be via letter, email or the completion of the 'Changes to Enrolment' Learner Action Request;
- There is no refund to participants who do not obtain their qualification after assessment;
- There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the learner;
- FIT College does not accept liability for loss or damage suffered in the event of withdrawal or cancellation from a course by a learner;
- In the first instance, FIT College will (where possible) provide an opportunity for the learner to attend another scheduled course;
- FIT College provides a full refund to all learners, should there be a need for FIT College to cancel a course.
- If FIT College cancels a course, learners do not have to apply for a refund. FIT College will process the refunds automatically;

## 4. Definitions

**Assessment** is a process to determine the student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration.

**Cancellation** refers to the termination of the registration agreement to cease all financial and educational obligations.

**Cooling-off period**- refers to the 72-hour period that begins when the registration agreement is agreed to by all consenting parties. This is inclusive of weekends and public holidays.

**Course** means a course of education or training. Courses can either be accredited or non-accredited education or training.

**Learner** refers to the individuals who intends or is currently studying and has completed a registration and course enrolment.

**RPL** means Recognition of Prior Learning, which involves assessing an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the possibility for a credit.

**Withdraw** refers to discontinuing your enrolment with FIT College and ceasing all education obligations.

## 5. Policy Responsibilities

Responsible Officer	Responsibilities
Administration	<ul style="list-style-type: none"> <li>Ensuring compliance with this policy</li> <li>Process refunds within the 28 days of the refund approval date</li> </ul>

## 6. Refund for Qualifications/Skill Sets/Short Courses

Refunds for enrolments in nationally recognised qualifications and individual classroom-based courses will be processed in accordance to the below.

Reason for Refund	Refund
<b>Learner requests cancellation within the 72- hour cooling-off period</b>	<p>PAID IN FULL- A full refund of fees paid, less the \$250.00 non-refundable administration fee (per qualification).</p> <p>PAYMENT PLAN- A \$250.00 non-refundable administration fee (per qualification) will be required before cancelling the payment plan.</p>
<b>Learner requests withdrawal outside of the cooling-off period</b>	<p>PAID IN FULL- No refund of course fees will apply.</p> <p>PAYMENT PLAN- Students remain liable for all remaining payments as agreed, under their payment plan contract.</p>
<b>Cancellation due to extenuating circumstances</b>	<p>Extenuating circumstances may arise when a student has identified a permanent injury/medical condition and terminal illness after registration (not pre-existing). This request also requires the submission of (as much as possible) detailed supporting documentation to assist your case, e.g. Medical Certificate issued by a Medical Specialist.</p> <p>In cases where a student has a condition, impairment, disability, or personal situation that is pre-existing at the time of enrolment, no refund of course fees apply, and the student will remain liable for all payments as agreed under their payment plan.</p>

	<p>Individual cases of extenuating circumstances will be considered on a case-by-case basis.</p> <p>The following reasons are not considered legitimate for consideration of extenuating circumstances and or hardship, and will not lead to a refund or waiver of future fees due:</p> <ul style="list-style-type: none"> <li>• <i>Change of mind towards your chosen qualification</i></li> <li>• <i>Preference for another training provider</i></li> <li>• <i>Change of career path</i></li> <li>• <i>Change in your employment status</i></li> <li>• <i>Changes to personal, financial, or family circumstances</i></li> <li>• <i>Pregnancy</i></li> <li>• <i>Changes in the time you have available to study</i></li> <li>• <i>Changes to your location or housing situation</i></li> <li>• <i>Your lack of progression through the course</i></li> <li>• <i>Not achieving competence against the entry requirements or any unit of competency within the allocated timeframe.</i></li> </ul> <p>Where a cancellation is approved for extenuating circumstances, an administration fee of \$250.00 per qualification is applicable.</p>
<p><b>Withdrawal from bundled course</b></p>	<p>Failure to complete the SIS30321 Certificate III within the specified timeframe does not entitle the student to a refund or cancellation of the payment plan for the SIS40221 Certificate IV in Fitness.</p> <p><b>PAID IN FULL</b> - No refund of course fees will apply.</p> <p><b>PAYMENT PLAN</b> – Students remains liable for all remaining payments as agreed, under their payment plan contract.</p> <p><u>IMPORTANT NOTE:</u> The SIS40221 Certificate IV in Fitness will commence only upon successful completion of the SIS30321 Certificate III in Fitness. Students must complete the Certificate III within the designated 12-month period; otherwise, they will be responsible for covering the costs of any required extensions.</p> <p>SIS30321 Certificate III in Fitness- up to 12 months for completion</p> <p>SIS40221 Certificate IV in Fitness- up to 12 months for completion</p>
<p><b>Cancellation from the course by FIT College</b></p>	<p>FIT College reserves the right to withdraw a student from their studies due to the following reasons:</p> <ul style="list-style-type: none"> <li>• Academic misconduct, including plagiarism and cheating</li> <li>• Harassment, bullying and/or discrimination</li> <li>• Falsifying information</li> <li>• Any behaviour that is against the law</li> <li>• Any behaviour that endangers the health, safety and wellbeing of self and others</li> </ul>

	<ul style="list-style-type: none"> <li>Intentionally damaging equipment and/or materials belonging to FIT College and/or other students or partner organisations such as a Gym or Fitness Centre</li> </ul> <p><b>PAID IN FULL</b> - No refund of course fees will apply.</p> <p>PAYMENT PLAN - Students remain liable for all remaining payments as agreed, under their payment plan contract.</p>
<b>Course cancelled by FIT College</b>	<p><b>PAID IN FULL</b> - A full refund of the fees will be processed.</p> <p>PAYMENT PLAN - Payment plan will be cancelled, and any fees already paid will be refunded.</p>

## 7. Access & Equity

The FIT College, Access & Equity Policy, applies (see Access & Equity Policy).

## 8. Records Management

All documentation from refund processes are maintained in accordance with Records Management Policy (see Records Management Policy).

## 9. Monitoring and Improvement

The Operations Manager of FIT College monitors all refund practices, and areas for improvement are identified and acted upon (see Continuous Improvement Policy).

## 10. Document Control

Version	Date	Description	Author
1.0	06/07/2017	Policy Generated	RTO Manager
1.1	02/05/2018	Policy Updated	RTO Manager
1.2	28/05/2020	Policy Updated	HR Officer
1.3	21/09/2021	Policy Reviewed	Education Manager
1.4	19/09/2023	Policy Reviewed	Human Resources
1.5	22/01/2025	Policy Reviewed	Human Resources