



## **CAECE PR26 Refund/Returns Policy**

### **1. Purpose**

1.1 The purpose of this policy is to outline the refund and returns policy for clients (learners, employers or other stakeholders) for the College for Australian Early Childhood Educators Pty Ltd (CAECE).

### **2. Scope**

2.1 This policy applies to all products and services supplied by CAECE, with specific reference to vocational education training and assessment services.

### **3. Roles and Responsibilities**

3.1 The General Manager (GM) of CAECE is responsible for determining the application of the *PR26 Refund/Returns Policy*.

### **4. General policy**

4.1 CAECE will not collect more than \$1,500 per learner in prepaid fees without prior approval from the GM.

4.2 In situations where the GM approves the collection of more than \$1,500 per learner in prepaid fees.

4.3 If CAECE is unable to deliver the agreed training and assessment services to a client that has paid more than \$1,500 in prepaid fees, it will:

4.3.1 Placed into an equivalent course without having to pay any additional fees for the portion of the course they have paid for in advance, and

4.3.2 Refunded for all fees paid in advance over \$1,500.

### **5. Specific provisions**

#### **5.1 Government Subsidised Training**

If training is discontinued to a trainee or apprentice, the following will apply:

✓ Full refunds will be provided for Learner Contribution Fees (Tuition Fees) charged for training delivery that has not commenced at the time of the cancellation of enrolment;

✓ Proportionate refunds will be provided where the trainee or apprentice has withdrawn from a qualification and some training in aspects of the qualification (i.e. units of competency/Units of Study) has commenced; and

✓ Refunds to employers/industry for additional charges (if and where charged) will be paid beyond the trainee/apprentice and government contributions if the purpose of the additional charge has not been exhausted (for example a workshop that has not been completed).

#### **5.2 Fee for Service Learner**

The following refund policy will apply:

✓ Learners who give notice to cancel their enrolment prior to the commencement of a course will be entitled to a full refund of fees paid. After commencement, a learner is required to withdraw from the course on or before the census date (see 6.1) or the



commencement of a unit of competency/unit of study (depending on the delivery mode).

✓The refund must be given within four weeks of notification by the learner. The learner will be repaid any tuition fees that he/she may have paid upfront for a unit on or before the census date.

✓Learners who cancel their enrolment after the census date will not be entitled to a refund of fees.

✓Full refunds are given for any course for which CAECE is unable to offer and which has not commenced.

## 6. VET Fee Help

If learners choose to participate in the VET Fee Help program, they will not incur any financial liability for a unit of study until after the census date. A learner who withdraws from a unit of study on or before the census date does not have to request a refund. The action of withdrawal is sufficient.

6.1 Census date - The census date for each unit of study is at least 20 percent of the way through study for that unit. As each unit of study is expected to take 4 weeks to complete, the census date has been determined as 7 days (1 week) after the commencement of a unit of study. For apprentices, this is 7 days after the issuing of the unit at a workplace visit (place of employment). Fee for service learners will be notified when the unit of study is issued and the census date will be 7 days (1 week) from this date.

## 7. Other information

7.1 Discretion may be exercised by the General Manager in all situations if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner should be offered a full credit toward the fee in another scheduled program in-lieu of a refund.

7.2 The General Manager may also authorise a refund of fees if the circumstances require it. The decisions are open to appeal. Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment.

## 8. References

- Standards for Registered Training Organisations (RTOs) 2015

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