
	Refund Policy	Policy No: TDP009 Issued: 14/06/2014
Authority Managing Director	Electronic version current Uncontrolled copy valid only at time of printing	Printed: 2/10/15 10:27 AM

Document Approval

Document Owner	Training Manager
Checked By	Managing Director
Approved By	Managing Director

History of Amendments

Revision Number	Date	Clause	Summary of Amendments
0	14/06/2014		Original
1	13/08/2015	All	Novacore update

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1. Purpose

Robson Environmental (Robson) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Robson is required to have and provide details 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

Robson is committed to ensuring fair and reasonable refund practices.

Robson will:


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

3. Policy Principles

The following principles underpin this policy.

- Details of Robson 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, Robson will firstly encourage a student 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 to apply for a refund for a course. This should be done through the completion of *TDF031 – Course Withdrawal / Defer / Amend form* refund form
- There is no refund applicable where a student has commenced their course/unit
- 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 student
- Robson does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student
- Robson provides a full refund to all students, should there be a need for Robson to cancel a course. In the first instance Robson will (where possible) provide an opportunity for the student to attend another scheduled course
- If Robson cancels a course, students do not have to apply for a refund, Robson will process the refunds automatically
- Refunds for cancellation of enrolments are granted on a sliding scale (See Below)

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3.1 Short Courses & Skill Sets and Qualifications / Accredited Courses

Refunds for courses will be calculated in accordance with the following sliding scale.


Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, 14 calendar days or more prior to the course commencement	100% of the course fee (paid by the student)
Student withdraws	In writing, between two (2) and fourteen (14) calendar days prior to the course commencement.	50% of the full course fee (regardless of how much the Student has already paid)
Student withdraws	In writing, less than 48 hours prior to course commencement	Nil Refund
Student Fails to Attend with no written notice		Nil Refund
Student withdrawn from the course by Robson	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Robson		100% of the course fee (paid by the student)

- A fee equal to 50% of the full fee is charged where cancellations occur within thirteen (13) days before commencement of an enrolled course or assessment
- Fees are refunded in full where the student submits in writing reason for withdrawal, fourteen (14) days or more prior to commencement of an enrolled course or assessment
- Special consideration will be given by the Training Manager in exceptional circumstances. These circumstances may include - hospitalization or injury, medical condition, pregnancy/ child birth, moving interstate, redundancy / retrenchment, or being called to active duty (ADF members)

3.2 BOHS Courses

Refunds for enrolments on BOHS 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
Student withdraws	In writing, less than 6 weeks before course commencement	50% of the full course fee (regardless of how much the Student has already paid)
Student withdraws	In writing, less than 2 weeks before course commencement	Nil Refund
Student Fails to Attend with no written notice		Nil Refund
Student withdrawn from the course by Robson	After course commencement, due to inappropriate behaviour	Nil Refund

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Fee Type	Description	Fee \$\$
Course cancelled by Robson		100% of the course fee (paid by the student)

4. Robson Responsibilities

The Director is responsible for ensuring compliance with this policy. Training Manager of Robson will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The Robson Access & Equity Policy applies. Refer to *TDP003 – Access & Equity Policy*

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. Refer to *TDP008 – Records Management Policy*

7. Monitoring and Improvement

All Refund practices are monitored by the Director Robson and areas for improvement identified and acted upon. Refer to *TDP004 – Continuous Improvement Policy*

8. References

- *TDPR015 – Refund Procedures*
- *TDRD06 – Refund Request Register*
- *TDF043 – Refund Request Form*