

# Student Fee Refund Policy and Procedure



## PURPOSE

This policy identifies [Blue Dog Training](#) has a transparent and efficient Student Fee Refund Policy and outlines the circumstances where a student can request a refund of student fees paid.

## PRINCIPLES

[Blue Dog Training](#) recognises that from time to time a refund of student fees may be required for specific student cases. In most cases though, enrolment fees are non-refundable once the course/training has commenced.

## COOLING OFF PERIOD

While [Blue Dog Training](#) does not engage in any unsolicited marketing or sales tactics it does provide a cooling-off period (10 business days) during which time a student can change their mind about undertaking training. A student can cancel their enrolment/withdraw during this period without penalty. The cooling-off period begins on the first business day after the payment of fees is made.

The exceptions to this are:

- a) enrolments in face to face or self-paced sessions where the student has booked themselves into an allocated session and paid fees, then
  - ✓ fails to attend the session or
  - ✓ cancels/withdraws from the session less than two (2) business days before the booked session is due to commence.
- b) has enrolled and engaged in on line learning activity for *CPCCWHS Prepare to work safely in the construction industry* (White Card course) and is found to not meet the conditions for enrolment, that is provides false and misleading information about their physical location.

## NO REFUNDS DUE TO DISCIPLINARY ACTIONS

If [Blue Dog Training](#) becomes aware of a student participating in fraudulent activities such as cheating or plagiarism on assessments:

- ✓ the student's enrolment will be cancelled
- ✓ the student will forfeit all monies paid, and
- ✓ the student will not be issued a Statement of Attainment or Qualification.

## REFUND APPLICATION PROCEDURE

A student may apply for a refund by writing to [Blue Dog Training](#) at [admin@bluedogtraining.com.au](mailto:admin@bluedogtraining.com.au). All applications will be assessed on a case by case basis and the following information will need to be provided:

- ✓ Name of student
- ✓ Course enrolment details
- ✓ Reasons for refund request
- ✓ Relevant documentary evidence (for example a medical certificate, especially in cases of extenuating circumstances) is required.

All refund applications will be assessed and processed within 10 business days of the application being received by [Blue Dog Training](#). The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where that occurs.

Students can appeal a refund decision made by [Blue Dog Training](#). Refer to the [Blue Dog Training Appeals Policy](#) for details.

## REFUNDS FOR FACE TO FACE AND SELF-PACED SESSIONS – WHITE CARD COURSE

Allocating a place for a student in a face to face classroom or self-paced session and then having the student not turn up or provide inadequate notice, has implications for Blue Dog Training, as well as other students.

Details	Arrangements
Cancellations with sufficient and reasonable notice - Cancellations are accepted up to two (2) business days prior to the course start date provided the requests are submitted in writing.	If the condition is met the student will be provided with a full refund within 10 business days of notifying <a href="#">Blue Dog Training</a> .
Non-attendance and cancellations with short notice	<p>If a student does not attend their scheduled course or provides notice of non-attendance which is less than two(2) business days from the start date:</p> <ul style="list-style-type: none"><li>✓ A cancellation charge of \$50 will apply to cover fixed cost commitments and administration costs.</li><li>✓ In these situations, if the student is seeking a partial refund, they must submit a written request for a refund within 10 business days of the completion of the scheduled course.</li><li>✓ After that time no refund will be provided.</li></ul>
Conditions for re-scheduling course attendance	<p>In situations where a student is able to notify Blue Dog Training, within the two (2) business day requirement, of their non-attendance at a scheduled course the options available to the student are:</p> <ul style="list-style-type: none"><li>✓ Full refund or</li><li>✓ Re-schedule to an alternative date</li></ul> <p>If the student makes the choice to re-schedule the course to an alternative date, they must undertake the course within three months of the original course date.</p>

## REFUND CIRCUMSTANCES – Non-Face to Face Delivery

Details	Arrangements
Student has paid fees, has not been enrolled in a course/unit of competency, has not commenced any learning activity and then withdraws <b>after</b> the cooling off period. <i>(It is anticipated that students who fit within this category will be those who following a discussion with their trainer about the results of their LNN assessment make the decision not to commence their training.)</i>	<b>Blue Dog Training</b> will refund all fees paid. No administration fee will be applied to process the refund application as the student has not been enrolled.
Student has paid fees, has been enrolled in a course/unit of competency and has not commenced any learning activity, then withdraws <b>after</b> the cooling off period.	<b>Blue Dog Training</b> will refund all fees paid, but an administration fee of \$110 will be applied to process the refund application.
Student has paid fees, been enrolled in a course/unit of competency, has engaged in learning activity and then withdraws, <b>after</b> the cooling off period. (AVETMISS 40)	No refund given. <b>Note: This includes a student who:</b> <ul style="list-style-type: none"> <li>✓ has enrolled and engaged in online learning activity for CPCCWHS Prepare to work safely in the construction industry (White Card course) and</li> <li>✓ is found to not meet the conditions for enrolment.</li> </ul>
Student is a student undertaking a VETiS program under fee-for-service arrangements - Student has paid fees for full course, been enrolled, has engaged in learning activity and then withdraws, <b>after</b> the cooling off period.	No refund given for units of competency where there is evidence of learning activity, that is, where the student is withdrawn and AVETMISS 40 code is used. <b>Blue Dog Training</b> will provide a refund for those units of competency where no learning activity is recorded. No administration fee will be applied to process the refund application.
Student withdraws due to extenuating circumstances (financial and/or personal hardship beyond their control) after engaging in learning activity. (AVETMISS 40)	<b>Blue Dog Training</b> will consider each request of this nature on a case-by-case basis.
Student is an apprentice or trainee - Student withdraws from course before commencing any learning activity. (AVETMISS 81 – if Induction has been undertaken and paperwork received)	<b>Blue Dog Training</b> will refund the entire tuition fee for the unit of competency. No administration fee will be applied to process the refund application.
Student is an apprentice or trainee - Student withdraws from course after commencing training activity. (AVETMISS 40)	<b>Blue Dog Training</b> will refund a proportionate amount of the tuition fee for the unit of competency using the <b>Blue Dog Training</b> refund calculator. An administration fee of \$110 will be applied to process the refund application
In the event <b>Blue Dog Training</b> is unable to commence the course for which the original enrolment and payment have been made.	<b>Blue Dog Training</b> will provide a full refund of all fees paid or placement in an appropriate alternative, as per the student's preference. No administration fee will be applied to process the refund application.
In the event <b>Blue Dog Training</b> is unable to deliver the training course. (AVETMISS 41)	<b>Blue Dog Training</b> will provide a refund for any unit of competency not completed and a Statement of Attainment for any completed unit of competency. <b>Blue Dog Training</b> will endeavour to assist students with finding another training organisation to deliver the desired training. No administration fee will be applied to process the refund application.

## REFUND PAYMENT METHODS

In circumstances where a refund of student fees applies, **Blue Dog Training** will utilise the following methods of refund:

1. Where the original fees were received by **Blue Dog Training** via a current credit card, the refund will be credited back against the originating credit card
2. Where the original fees were received by Blue Dog Training via direct deposit, the refund will be via an EFT reversal.

## RECORDS MANAGEMENT

Records relating to student fees, including invoices, receipts and refunds, for each student are maintained in the relevant **Blue Dog Training** student management and financial management systems. These are maintained as the official and auditable records for all fees, charges and refunds.

## FURTHER ACTION

All students have a right to appeal a refund decision made by **Blue Dog Training**. If dissatisfied with the outcome of the **Blue Dog Training** Appeals process a student can lodge a complaint with the following organisations:

- ✓ Australian Skills and Quality Authority (ASQA) through the ASQA complaints handling service for complaints against RTOs at [www.asqa.gov.au](http://www.asqa.gov.au) or phone 1300 701 801
- ✓ The relevant State Training Authority (STA) which in Queensland is the Department of Education and Training at [www.training.qld.gov.au](http://www.training.qld.gov.au)
- ✓ Queensland Training Ombudsman at <http://trainingombudsman.qld.gov.au/contact/> Phone 1800 773 048 or Email: [info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au)

## REVISION HISTORY

Review Date	Reason	Who
02/10/2019	Annual review	
27/11/2018	Check cooling off period	
04/01/2019	Annual Review	
25/05/2019	Update to include refund conditions for face to face and self-paced online bookings	
22/08/2019	Update to accommodate situations which students undertaking CPCCWHS1001 (White Card) provide false and misleading information about their location at the time of undertaking online learning activity.	
25/09/2019	Addition of refund information for fee-for-service VETiS students	