



DATE LAST REVIEWED:	New
DATE OF THIS REVIEW:	13 August 2018
REVIEWED BY:	Tom Floyd
APPROVED BY:	Peggy Millios, Peter Millios
RELEVANT STANDARDS:	4.1, 5.3
POSITION DESCRIPTION(S):	Chief Executive Officer (CEO) Principal Compliance Officer Accounts and Administration Officer
REFERENCE MATERIAL:	Standards for Registered Training Organisations (RTOs) 2015

SCOPE / PURPOSE:

As a Registered Training Organisation (RTO), Paraskevi International must have a fair and reasonable Refund Policy, and all personnel enrolled in a training course conducted by Paraskevi International are to be made aware of this policy. All fees paid by learners towards their tuition shall occur in accordance with their Individual Payment Plan.

POLICY DETAILS:

Course cancellation

Should Paraskevi International cancel any course prior to the commencement date, learners are entitled to a full refund of any fees already paid, or transfer of funds to a future course.

Should a course be cancelled after the commencement of the course, either because Paraskevi International does not have the capacity to continue to deliver the course, or because of any imposed sanctions by a Government regulator, learners will be entitled to a refund of any unused funds. Alternatively, funds may be transferred to another course if the learner wishes.

Withdrawal from course

Any learner who withdraws from the course prior to the commencement date must notify the CEO in writing no less than 14 days prior to the commencement date. Should a learner apply to withdraw from the course at least 14 days prior to the commencement date, they will receive a full refund of all fees paid.

Should a learner withdraw from a course with less than 14 days' notice from the commencement date, they will receive a full refund of all fees paid less a \$300.00 administration and cancellation fee.



Refund Policy

Should a learner withdraw from a course after the course commencement date, they will receive a refund for any units of competency they have not commenced, however they will not receive a refund for any units they have commenced unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis at the Administration Manager's discretion. However, should participants wish to finalise incomplete units on a future course, the original fee payment can be used as credit towards that course, provided the course is undertaken within six months of initial payment.

Abandonment

Should a learner abandon the course without any notice they will not receive a refund.

Deferral of enrolment

Learners may request to defer the commencement of their training to a later date. This will only be allowed in exceptional circumstances, and the learner must apply in writing to the CEO prior to the course commencement date. The course commencement date can only be deferred up to 6 months from the original commencement date. In this instance, a new Training Plan and Payment Plan will be required. If the learner does not recommence their studies within the allocated time frame, their enrolment will be cancelled and a \$300.00 administration and cancellation fee will apply.

Learners may request to defer their after the commencement date for the course. This will be allowed at Paraskevi International's discretion, and only in exceptional circumstances. The learner will be given 6 months to recommence their studies, failure to do so within that time frame will result in the learner not being eligible for any refund of fees paid.

Transfer of fees

Learners may request to transfer fees to a different course by contacting Paraskevi International prior to the commencement of the original course of study. If the course fees for the new course are higher than for the original course the candidate was enrolled in, then the candidate will have to pay the difference in price. Should the course not cost as much as the original course of study, the learner will be eligible for a refund of the difference, taking into account any administration costs that may have been incurred as a result of enrollment into the original course of study.

Enrolment terminated

Where the learner has already commenced the course, and Paraskevi International terminates the learners' participation in the course of study, the learner will not be entitled to any refund. Reasons for termination could include:

- The learner fails to adhere to their Payment Plan
- The learner has been suspended or expelled for disciplinary reasons
- The learner has failed to attend training for three days and does not provide a reason for their absence
- The learner has breached Paraskevi International Policies and Procedures

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Refund Policy



Recognition of Prior Learning (RPL)

Learners are eligible to apply for RPL. This to occur in accordance with the RPL Policy and the learner must pay the RPL fee prior to the commencement of the RPL process. Should the application for RPL not be successful, the learner will not be entitled to a refund. The fee for RPL is \$50.00 per unit.

Application

Candidates wishing to apply for a refund can do so by completing the Refund Application Form.