

POLICY:	REFUND
NVR Ref:	Standards 7 and 5
IBI Ref:	IBI-3-R 2
Policy Statement	<p>This policy outlines the policy and procedures for refunds that satisfy compliance requirements for ASQA Standards for Registered Training Organisations (RTOs) 2015. IBI will ensure that all REFUNDS for courses are completed correctly and in accordance with</p> <p>1. ASQA and National Vocational Regulator Standards for Registered Training Organisations (RTOs) 2015</p> <p>“Clause 7.3</p> <p>Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.”</p> <p>Clause 5.3</p> <p>Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> <p>a) all relevant fee information including:</p> <ul style="list-style-type: none"> i) fees that must be paid to the RTO, and ii) payment terms and conditions including deposits and refunds <p>b) the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies</p> <p>c) the learner’s right to obtain a refund for services not provided by the RTO in the event the:</p> <ul style="list-style-type: none"> i) arrangement is terminated early, or ii) the RTO fails to provide the agreed services. <p>2. State funding legal requirements under Victoria (Skill for Victoria service agreement)</p>
Related Policies	<p>Enrolment Policy</p> <p>RPL Policy</p> <p>Enquiry Policy</p> <p>Complaints and Appeals Policy</p>

PROCEDURE:	REFUND
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NVR Ref:	Standards 7 and 5
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Action/Method	The purpose of this procedure is to ensure that the IBI meets the requirements under NVR Standards for Registered Training Organisations (RTOs) 2015 for refunds and to ensure that any refunds are conducted with integrity, honesty and fairness as set out in the <u>Student Information Guide</u>

VERSION CONTROL**Review/ amendment history****Policy Approved by:** Chief Executive Officer**Responsible Officer:** Chief Executive Officer**Next Policy Review Date:** July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	April 2015	Updated to reflect NVR 2015 Standards
4.0	April 2016	No material changes
5.0	April 2017	No material changes