

# Refund Policy



## 1. PURPOSE

To state the method in which the organisation ensures refund policy remains.

## 2. SCOPE

This document is relevant to prospective students in courses conducted by STUFFit Student Enterprises Pty Ltd.

## 3. DEFINITIONS

Course /Program/ RPL Program Fee – the full fee charged for the designated RPL Program, including tuition fees and materials fees.

## 4. POLICY

STUFFit Student Enterprises will make a full refund of all fees paid should the RPL program be discontinued.

Should the participant desire to take an alternative RPL program with STUFFit Student Enterprises, fees will be fully transferable to that RPL program.

In the event of a course for which the participant was enrolled being unavailable or no acceptable alternative RPL program is available fees are fully refundable, including any deposit paid.' Should a participant cancel an enrolment with STUFFit Student Enterprises, the following conditions will apply regarding a refund of fees:

- Cancellation 6 weeks prior to the commencement date 100%, the RPL program fees will be refunded less any applicable administration costs.
- Cancellation of the program within the 14 day cooling of period, 100% of the program fees will be refunded. Should an RPL session be conducted or RPL evidence be submitted in this period, the RPL period will be void.
- No refunds or transfers will be given for cancellations or discontinuations after the cooling of a period of an RPL program commencement date except where extenuating circumstances prevail\* or after exclusion for unsatisfactory attendance or behaviour.
- All requests for cancellation or refunds must be made in writing using The Refund Request Form and accompanied with supporting documentation where necessary.
- Normal processing time for a refund request is up to four weeks.
- Refunds will be paid within one (1) week of the claim being agreed upon.

\* Extenuating circumstances: Should a participant have to discontinue a course for legitimate reasons, such as ongoing sickness or exceptional family circumstances, a full refund less administration costs may be approved.

**Refunds are issued when:**

- Review of Credit transfer indicates that the student does not have to undertake the course/part course
- A student is unable to attend due to extended hospitalisation/illness, and/or pregnancy/childbirth

**Refunds are not issued when:**

- changes occur in Learner work hours
- it becomes inconvenient for a Learner to attend RPL sessions/meetings
- a Learner moves interstate
- a Learner changes jobs or becomes retrenched
- a Learner leaves before finishing course/unit of competency
- a Learner is expelled from the academy for a serious breach of discipline

Once Learner have started their chosen qualification or course, STUFFit Student Enterprises will remain committed to providing the highest quality of training and assessment as outlined to the Learner Playbook.

In the event that STUFFit Student Enterprises is no longer able to provide the assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the Learner.

Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

**Related Documents**

[Refund Request Form](#)

[Withdrawal Form](#)

[Enrolment Form](#)

[Learner Playbook](#)