**Refund Policy and Procedure**

# 1. Purpose

The purpose of this policy is to set out the circumstances under which a learner may apply for a refund and for the appropriate handling of refund requests.

# 2. Policy

Integrity College will issue a refund to a learner under the following circumstances.

a. Full refund of any fees paid will be given where:

* Integrity College cancels a course prior to commencement
* Integrity College reschedules a course to a time unsuitable to the learner

b. A pro rata refund of any fees paid, and not yet used for the delivery and assessment services of the course will be given, in the event of cancellation or discontinuation a course, due to circumstances beyond Integrity College’s control. Determining “services not delivered” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the course is terminated.

c. A full refund of fees paid, including the enrolment application fee, will be issued where a learner withdraws in writing from a course at least 14 calendar days prior to the commencement date.

d. A refund of 50% of fees paid and the enrolment application fee, will be issued where a learner withdraws in writing from a course less than 14 calendar days prior to the course commencement date.

e. No refund will be issued for any fees paid after course commencement and the learner remains liable for the full course cost. An exception to this policy is where Integrity College fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

f. There is no refund to learners who do not obtain their qualification after assessment.

g. There is no refund to a learner who is removed from the course for serios misconduct

The Chief Executive Officer may exercise discretion as to the payment of a refund where the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal from the course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

# 3. Responsibility

The CEO is responsible for ensuring compliance with this policy.

# 4. Requirements

Integrity College is required to abide by the [**Australian Consumer Law- external site**](http://consumerlaw.gov.au/) (ACL) regarding refunds where the service does not meet a consumer guarantee.

# 5. Scope

This policy and procedure applies to all learners/clients of Integrity College.

# 6. Procedure

The steps in the procedure are:

a. A learner who wishes to cancel their enrolment and apply for a refund must do so in writing. This may be via email or letter.

b. The learner is to complete the Refund Request Form. The form may be obtained from Admin or from the website. If Integrity College cancels a course, learners do not have to apply for a refund, Integrity College will process the refunds automatically.

c. Where appropriate Integrity College will contact the learner to discuss alternate arrangements to:

i. continue with their enrolment by providing them with additional learning support or

ii. defer the course to a later date

d. The refund request is to be processed by Admin and the outcome approved by the CEO.

e. An eligible refund request must be paid within 14 days. Refunds are paid by electronic funds transfer into the bank account nominated by the learner in the Refund Request Form. Refunds will only be refunded to the person who entered into the contract with Integrity College and will not be provided to a third party. No refunds are paid in cash.

Learners who are unhappy with Integrity College’s arrangements for the collection and refunding of fees paid are entitled to lodge a complaint. This should occur in accordance with Integrity College’s complaints policy and procedure.

# Associated documents

Complaints and Appeals Policy

Refund Request Form