

1.4 Refunds

1. Purpose

Greenhouse Education is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Greenhouse Education is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of student refunds.

2. Policy Statement

Greenhouse Education is committed to ensuring fair and reasonable refund practices.

Greenhouse Education will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / students, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of Greenhouse Education Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Greenhouse Education will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form. You will also have the opportunity to come to a meeting.
- e) There is no refund applicable where a student has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- h) Greenhouse Education does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- i) Greenhouse Education provides a full refund to all students, should there be a need for Greenhouse Education to cancel a course. In the first instance Greenhouse Education will (where possible) provide an opportunity for the student to attend another scheduled course.
- j) If Greenhouse Education cancels a course, students do not have to apply for a refund, Greenhouse Education will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below).

3.1 Nationally Recognised Courses

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, more than 24 hours prior to course commencement.	<u>Nationally Recognised Courses</u> Fees paid to date less \$500 deposit. <u>Short Courses or Skill Sets</u> Fees paid to date less specified deposit.
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by Greenhouse Education	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Greenhouse Education		100% of the course fee or fees paid by the student at the time of cancellation including deposit.

- a) A fee equal to the deposit of \$500 is charged for all cancellations prior to commencement of an enrolled course or assessment.
- b) Fees may be refunded in full where the student submits in writing reasons for withdrawal due to special hardship.

4. Greenhouse Education Responsibilities

The General Manager of Greenhouse Education is responsible for ensuring compliance with this policy. College Administrator of Greenhouse Education will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The Greenhouse Education Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

All Refund practices are monitored by the General Manager Greenhouse Education and areas for improvement identified and acted upon. (See Continuous Improvement Policy).