

Refund guideline

Authorised by Executive Director Workforce

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Standards for Registered Training Organisations 2015

Related policies/standards

- Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
- Standard 5 – Each learner is properly informed and protected.

Australian Accounting Standards

- AASB 15 – Revenue from Contracts with Customers
- AASB 1058 – Income of Not-For-Profit Entities

Responsible officer Manager, Learning & Development

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What is the purpose of this guideline?

This guideline outlines the conditions under which we grant refunds, and how refunds are calculated.

What is our policy?

- If a course or other activity is cancelled by the Cunningham Centre, or we are otherwise unable to provide the service promised, we will provide a full automatic refund to any client who has paid fees.
- A refund cannot be granted once the workshop or course has commenced, unless the client is unable to continue with their study due to the impacts of COVID-19.
- Any refund granted will be returned to the person/organisation who paid the fees.
- All refunds will be provided by bank transfer and may take 4-6 weeks to be processed.

Who does it apply to?

Clients who are enrolled in Cunningham Centre courses or activities.

What do I need to know?

The Cunningham Centre will grant a full automatic refund if we cancel any activity for which you have enrolled and paid fees.

We cannot grant a refund at all once the activity or course which you are enrolled in has commenced. This is in our Terms and Conditions which you accept as part of the enrolment process. The only exception to this rule is if you are unable to complete your course due to the impacts of COVID-19.

To withdraw from an activity or course, simply contact the course facilitator by phone or email and request to withdraw. You can request a refund as part of this process if you are withdrawing prior to commencement or are withdrawing due to COVID-19 related impacts. A refund cannot be granted under any other circumstances, including a decision to withdraw from a course if you have been found to have acted dishonestly.

If you are withdrawing from a course after commencement due to the impacts of COVID-19, please contact your course coordinator via email outlining the reasons for your request. You will be required to support your application with a medical certificate or if not health related, a statutory declaration outlining how a COVID-19 related circumstance has impacted the capability to continue with your study.

Some activities or courses may have additional conditions relating to refunds. These will be articulated on the activity page on our website and in any other pre-enrolment materials that are provided to you.

You have the right to appeal any decision made by the Cunningham Centre, including a decision not to grant a refund. Please see the **Compliments, complaints and appeals guideline** on our website under **Academic guidelines and forms** for information on how to appeal this decision.

How we calculate the refund

- A full refund will be provided if we cancel the activity or course.
- For all other refunds, minimum administration fees apply as follows:
 - \$50 will be deducted from a refund for workshop or similar activity;
 - \$100 or 10% of the original fee (whichever is greater) will be deducted from refunds for course fees if a refund is granted. The percentage is calculated on the original fees paid prior to taking into account any other negotiated deduction due to exceptional circumstances or materials returned.
 - Where a refund is being granted due to the impacts of COVID-19, the amount refunded will be pro-rated based on the amount of the course which had not been completed less the administration fee.
- Costs associated with materials that have been issued may be refunded if you return the materials in reusable condition and they can be reused. Please discuss with the Course Facilitator when applying for the refund. In this instance, the refund will not be processed until we have received the materials and verified their suitability for reuse.