

Refund guideline

Authorised by	Executive Director Workforce
Authorised date	7 August 2023
Related policies/standards	<i>Standards for Registered Training Organisations 2015</i>
	<ul style="list-style-type: none">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
	<ul style="list-style-type: none">AASB 15 – Revenue from Contracts with CustomersAASB 1058 – Income of Not-For-Profit Entities
Responsible officer	Manager, Learning and 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. Special consideration may be given on compassionate grounds and/or exceptional circumstances. Each request will be assessed on a case-by-case basis. The request must be in writing and supported with a medical certificate or if not health related, a statutory declaration outlining the exceptional circumstance that has impacted the capability to continue with the activity or course.

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 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 there are exceptional circumstances and/or on compassionate grounds, which are assessed on a case-by-case basis.

To withdraw from an activity or course prior to commencement, 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 from a course or activity after commencement, contact the course facilitator by phone or email and request to withdraw.

If you are wishing to apply for reimbursement of fees on compassionate grounds and/or exceptional circumstances, you must email the course facilitator. To support your written application, you must provide a statutory declaration outlining your circumstance that has impacted the capability to continue with your study and a medical certificate if health related. Each request will be considered on a case-by-case basis. Your application will be assessed and the outcome provided in writing.

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 is the refund calculated?

- 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 special consideration, 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.