



**OP-002**

# **Refund of Fees Policy**

## PUBLICATION DETAILS

DGT Employment and Training Operating Principles

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## NOTE

For the purpose of this document the term "The Company" refers to DGT Employment and Training.

If a participant fails to attend or complete the full course of training, refund will be based on the following principles:

## **FEE FOR SERVICE – SHORT COURSES**

### **COMPANY CANCELLATIONS**

If 'The Company' cancels training, The Company will provide a full refund of fees, or transfer fees to another course if so desired by the participant.

### **CANCELLATION – WITH MORE THAN 5 DAYS' NOTICE**

Should a cancellation of enrolment be advised more than 5 days prior to the course, the student may choose to be enrolled into a future equivalent course, or may request a full refund.

### **CANCELLATION – WITH LESS THAN 5 DAYS' NOTICE**

The Company will charge a nominal fee of 10% to cover administration costs. The student may choose to be enrolled into a future equivalent course and transfer the remaining 90% towards the cost of the course, or request a 90% refund.

### **NON-ATTENDANCE – SHORT COURSES**

When a non-attendance occurs (i.e. the course has started and no notice was given), no refund or transfer is applicable and the entire cost of the course will be due and payable in full.

### **NON-ATTENDANCE OR WITHDRAWAL – FEE FOR SERVICE QUALIFICATION COURSES**

Units not issued or commenced will be refunded, less 10% administration fee. Students have twelve (12) months in which to complete their qualification. If this time is exceeded, without prior approval, no refund will apply.

### **INCOMPLETE RPL (RECOGNITION OF PRIOR LEARNING)**

Where an applicant fails to satisfy evidence requirements or provide sufficient proof for the RPL process to be completed there will be no refund.

### **EXCEPTIONAL CIRCUMSTANCES**

Where a participant fails to complete a course due to exceptional circumstances, requests for refunds will be considered on a case-by-case basis.

### **REQUEST FOR REFUND**

Participants requesting a refund of fees paid are required to complete a "Request for Refund" form (ADM-019). Forms are available at DGT's office.

## USER CHOICE

### **STUDENT TUITION FEES**

In the event an apprentice/trainee either cancels their training contract or nominates to change to another SRTO, student contribution fees paid will be reimbursed to the payee, where the apprentice/trainee has not undertaken the training. For any units of competency where training has commenced, an adjusted amount will be refunded based on the nominal hours expired at the time of cancellation. A request for refund will not apply as this will be processed automatically on cancellation.

### **EMPLOYER CONTRIBUTION FEES**

Where an Employer has paid a contribution fee to the RTO, this will be refunded in part or in whole as agreed with each Employer in the Employer Co-contribution Fee Agreement.

## CERTIFICATE 3 GUARANTEE/VET INVEST

### **CO-CONTRIBUTION FEE**

In the event a student cancels their training, co-contribution fees will be reimbursed for any unit of competency not yet commenced.

## VERSION CONTROL LOG

Version Number	Summary of Change	Date of approval
1.0	Initial publication	
5.1	Continuous improvement version control	18.08.2021
5.2	Continuous improvement version control	24.10.2023