

1. Purpose

1.1. General

To ensure that all students are advised of IMPACT's refund policy and the procedure that needs to be followed to access refunds where appropriate.

To provide a refund procedure which meets the requirement of the Standards for Registered Training Organisations 2015.

IMPACT will only accept a maximum of \$1500.00 student fees in advance of course commencement. Following course commencement, fees required to be paid will not exceed \$1500.00 for any part of course that is yet to be delivered.

1.2. Quality Objectives

To ensure that refunds within the Training Services area are made in a timely manner and are appropriately determined. This allows IMPACT Community Services to be seen in a professional light.

2. Responsibilities

2.1. Chief Executive

Considers for approval any request for a student refund where the student has withdrawn from training for a good reason.

2.2. Trainers

Are responsible for advising all students of the organisations refund practice and procedures.

3. Terms and Definitions

| | |
|------------------|--|
| ACSF: | Australian Core Skills Framework |
| AQF: | Australian Qualifications Framework |
| ASQA: | Australian Skills Quality Authority |
| AVETMISS: | The Australian Vocational Education and Training Management Information Statistical Standard |
| C3G | Certificate 3 Guarantee |
| CAL: | Copyright Agency Ltd |
| DET: | Department of Education, Training |
| FETA: | Further Education and Training Act 2014 |
| LLN: | Language, Literacy and Numeracy |
| NCVER | National Centre for Vocational Education Research |
| NRT: | Nationally Recognised Training |
| PQS | Pre-qualified Supplier |
| QMS: | Quality Management System |
| RPL: | Recognition of Prior Learning |
| RTO: | Registered Training Organisation |
| SDA: | Service Delivery Area |
| TAS: | Training and Assessment Strategy |
| USI | Unique Student Identifier |
| VET: | Vocational Education & Training |
| VQF: | VET Quality Framework |
| WiseNet: | A Student Management Database |
| WH&S: | Work Health and Safety |

4. References

| | |
|---------------------------------|---|
| ASQA | http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html |
| Commonwealth legislation | http://www.comlaw.gov.au |
| DET | http://education.qld.gov.au/ |
| State legislation | http://www.legislation.qld.gov.au |

Student Identifiers Act 2014 <https://www.legislation.gov.au/Details/C2017C00038>
Student Identifiers Regulation 2014 <http://www.comlaw.gov.au/Details/F2014L01204>
Standards for Registered Training Organisations (RTOs) 2015

<https://www.legislation.gov.au/Details/F2017C00663>
FETA <https://www.legislation.qld.gov.au/view/html/asmade/act-2014-025>

Copyright Act 1968 <https://www.legislation.gov.au/Details/C2017C00414>

CAL <http://www.copyright.com.au/>

Privacy Act 1988 (Cth) <https://www.legislation.gov.au/Details/C2018C00292>

Information Privacy Act 2009 <https://www.legislation.qld.gov.au/view/whole/html/inforce/current/act-2009-014>

Anti-Discrimination Act 1991 <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

Vocational Education and Training (VET) Pre-Qualified Supplier (PQS) Agreement (held by Training Services Manager)

5. WH&S / Risk Management / Environmental Requirements

IMPACT Community Services takes seriously its Duty of Care to all employees, volunteers, students and clients, and takes all steps which are reasonably possible to ensure their health, safety and wellbeing. IMPACT has concern for both the physical and mental health of our workers and clients and abides by all relevant health & safety legislation.

IMPACT Management is committed to employee welfare; all activities as per this procedure are to be conducted with due regard to staff workloads, comfort, health and safety.

If any staff member experiences any difficulties regarding their work environment, they are expected to discuss the issues with either their immediate Supervisor or the Work Health and Safety Manager.

All staff are expected and required to maintain currency regarding updates and changes to IMPACT's WH&S policies and procedures.

RISK MANAGEMENT

All staff are expected to be familiar with both ***POL002 Risk Management Policy, MGT008 Organisational Risk Management and WHS007 Activity Risk Management Procedures***. Any matters that are seen by any staff to represent a risk to IMPACT's operations must be brought to the attention of their immediate Manager, who will then liaise with the Work Health and Safety Manager or Risk Coordinator so that appropriate preventative and/or improvement measures can be put in place.

ENVIRONMENTAL STATEMENT

IMPACT management encourages staff to be environmentally responsible whenever possible. Staff are required to be familiar with ***MGT011 Environment Management*** and to follow, when possible environmentally sound practices such as:

- ✓ Double-sided printing (long documents and emails)
- ✓ Saving and storing files electronically
- ✓ Recycling paper (confidential or general shredding)
- ✓ Recycling drink cans and bottles (to bins provided)
- ✓ Fans, air conditioners, lights, etc., turned off when rooms unoccupied

SMOKING POLICY

All IMPACT buildings and grounds up to and including 5 metres outside of our boundary on public lands (including R&C and business enterprises) are designated as Smoke Free zones. IMPACT staff are asked to restrict their smoking activity to **lunch breaks only** and must remove themselves from the grounds of IMPACT.

Smoking is not permitted inside IMPACT vehicles at any time.

POL006 Smoke-Free Workplace Policy refers

6. Procedure

6.1. Refund Practice

Students are to be advised of the refund process as part of the pre-enrolment process.

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact **IMPACT Community Services** on **074153 4233** to discuss individual circumstances.

****REFUND PROCEDURE:** *The procedure of IMPACT Community Services is that a full refund is only payable where a training program is cancelled or discontinued. However, the Chief Executive reserves the right to refund monies where the student has withdrawn from training for what the Chief Executive considers to be a good reason.*

6.1.1. Course Withdrawal

If a student wishes to request a refund, they must advise in writing within 14 days of withdrawal from the course. The notification to request a refund should be sent to the **Training Services Manager** and include the following information:

- Name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation

The application will be reviewed, and the student will be advised of the outcome within **7 working days**.

6.1.2. Withdrawal Prior to Commencement of Course

If a student withdraws from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of **up to \$100**. This is because **IMPACT Community Services** will have already expended resources associated with setting up student records and providing materials.

6.1.3. Withdrawal After Commencement of Course

Upon Request:

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

6.1.4. Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, a student may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Cancellation of Course by IMPACT Community Services

In the event that a course is cancelled by IMPACT Community Services for any reason, students enrolled at the time of the cancellation announcement will have their unused fees refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement (s) may be deducted from the refund total.

Where a student has withdrawn from a unit, the amount of the refund will depend on the number of training hours delivered and the support hours provided for that unit.

A non-refundable administration fee of up to \$100 may be deducted from any eligible refund. Any refund will be at the discretion of IMPACT Community Services

6.2. Refund Process

- a) If a refund is requested **TRN010.01 Request for Refund** will be provided to the student to complete. This form is then forwarded to the Manager – Training Services who will forward it to the CE for final approval.
- b) A refund approved by the Chief Executive for an individual or organisation will be paid after a **FIN002.02 Payment Requisition** is completed and passed onto the Finance Section.
- c) The person or organisation receiving the cheque will then be required to sign a receipt confirming the refund has been paid.

6.3. Access to the Refund

- a) All participants will have access to IMPACT's Refund procedure and/or information upon request prior to any fees being paid.

7. Records

Records that verify this procedure has been followed correctly must be legible and accurate, readily identifiable, and retrievable.

For general practices and procedures regarding Record Management at IMPACT, refer to **MGT003 Record Control & Management**.

8. Continuous Improvement and Evaluation

All programs and sections must adhere to a process of continuous improvement. Periodic evaluations must also be undertaken in accordance with the **MGT013 Evaluation**.

The management of IMPACT Community Services is committed to a process of Continuous Improvement for all of its programs and activities in accordance with the **ISO 9001:2015 Quality Management Systems**.

EVALUATION AND IMPROVEMENT

As part of monthly meetings within each program, service or enterprise, staff have opportunities to evaluate processes, identify areas requiring attention and offer suggestions for improvement.

On an annual basis, staff contribute to the process of Continual Improvement via the completion of a **QMS002.03 QMS Staff Survey**. This form is distributed at the time of the Internal Audit of each program/enterprise (refer to **QMS002 Internal Audits and Management Review**). Contribution from these Surveys are reported to the Executive Management Team in the Quarterly QMS reports.

An important part of the Continual Improvement process is obtaining feedback on performance from a range of stakeholders throughout the year including; staff, clients, volunteers, Recycling and Collections workers, parents and carers, the community services sector and the business sector. **MGT013 Evaluation Procedure** details the process, collection and collation of evaluations and data across the organisation.

REGISTER

After identification and implementation of improvements to their programs or enterprises, Managers are to record the enhancement on the **Organisational Continuous Improvement Register**, located at **W:\Corporate Services\Continuous Improvement\ Continuous Improvement Register**. Trends or exceptional entries are discussed at monthly Managers' meetings.

REVISIONS: 111 267 20090722 20091120 20101130 20110525 20111221 20120118 20121024 20121129 20130102
20140122 20141211 20150303 20150515 20160914 20171106 20180119 20180912 20190130 20190820