

## Student Refund and Cancellation

### Purpose of Policy

The intent of this policy is to inform students of the conditions under which Tec-NQ may apply a refund. Tec-NQ is committed to providing a clear, easy to understand, fair and transparent refund process.

The purpose to this procedure is to explain the conditions under which Tec-NQ may apply a refund to students. Tec-NQ is committed to providing a clear and easy to understand, fair and transparent refund process to students and potential students. Tec-NQ shall treat all applications for withdrawal or refund in confidence.

### Scope

This policy applies to all full time apprentices and secondary school students who are enrolled at Tec-NQ.

If the student is continuing study, the Refund and Cancellation Policy included in the signed Acceptance of Enrolment Written Agreement will be honoured and this Refund Policy will not be applicable.

This policy is applied by all relevant administrative, support and management staff members.

### Policy Statement

Details concerning the scope of Tec-NQ's Refund and Cancellation Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment, Tec-NQ's website, Acceptance of Enrolment Written Agreement and Letter of Offer.

No request for refund will be considered unless the student has completed and submitted Tec-NQ's Refund Request Form, available online at [http://www.tecnq.com.au/about-us/policy\\_procedures/](http://www.tecnq.com.au/about-us/policy_procedures/) or by contacting Tec-NQ.

A student may lodge an appeal against any refund decision reached by Tec-NQ in accordance with Tec-NQ's Complaints and Appeals Policy. A student making an appeal also has the right to pursue other legal remedies.

On receipt of the Refund Request Form, the Enrolment Officer will notify the student of the decision within five (5) working days.

## Student Refund and Cancellation

This policy, procedure and written agreement between the student and Tec-NQ and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### Related Standard

- Standards for Registered Training Organisations (RTOs) 2015: 7

### Related Documents

- Students Refund Request Form
- Complaints and Appeals Policy and Procedure

### Publication

This Policy and Procedure are accessible on the Document Management System.

### Policy Release Details

*Date of Policy Release:* 7/3/2017

*Review Date:* 7/3/2018

*Recommended by:* Compliance Committee

*CIR#:* 1650

*Version:* 1

*Approved by:* Compliance Committee

*Signature:* *Date:* 7/3/2017

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### Procedure

A student requesting a refund should complete the Tec-NQ Refund Request form, which is available online at [http://www.tecnq.com.au/about-us/policy\\_procedures/](http://www.tecnq.com.au/about-us/policy_procedures/) or by contacting Tec-NQ reception.

The student should return the completed Refund Request form to the Enrolment Officer. Any documents to support the application should be attached to the Refund Request Form. Incomplete forms will not be accepted.

The Enrolment Officer will notify the student of the decision within five (5) working days of receiving the request and send this notification to the email address specified on the submitted Refund Request Form.

If the refund is not approved, the Enrolment Officer will notify the student of the decision and state that the student has the right to appeal the decision in accordance with Tec-NQ's Complaints and Appeals Policy. This notification will be sent to the email address specified in the submitted Refund Request form.

If the refund is approved, the Enrolment Officer will notify the Tec-NQ accounts department. Approved refunds will be submitted for payment within fifteen (15) working days of the refund being approved.

### Summarised Refund Table

Action	Refund Paid by Tec-NQ
A secondary student is accepted by Tec-NQ, but withdraws prior to the commencement of course.	Tuition fees refunded in full less the \$650 enrolment processing levy for years 11 & 12 and the \$500 enrolment processing levy for Tec-prep.
A secondary student cancels enrolment after course commencement.	Pro-rata tuition fees refunded less the \$650 enrolment processing levy for years 11 & 12 and the \$500 enrolment processing levy for Tec-prep.
A secondary student cancels enrolment with less than 6 weeks remaining before end of semester.	No refund applies.
A secondary student's enrolment is cancelled by Tec-NQ for breach of enrolment conditions.	No refund applies.

# PROCEDURE

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Action	Refund Paid by Tec-NQ
A secondary student fails to attend course and does not submit an enrolment cancellation form.	No refund applies.
A full time apprentice enrolled at Tec-NQ defers course.	Student contribution fee is transferred to new study period.
Course deferred by Tec-NQ	Student has option of transferring student contribution fees to new study period or student contribution fees are refunded in full.
Course cancelled by Tec-NQ prior to the commencement of the course	Student contribution fees are refunded in full.
Course cancelled by Tec-NQ after course commencement	Student contribution fees paid refund on a pro-rata basis for undelivered portion of study period.
Further terms and conditions	
This procedure is based on the assumption that all fees are paid. If tuition fees are overdue at the time of cancellation, student may be liable for fees not yet paid. Tec-NQ reserves the right to take legal action to recover any unpaid fees.	
Please note Tec-NQ reminds you that this procedure, and the availability of complaints procedure, does not remove the right of the student to take action under Australia's consumer protection laws.	