

Refund Policy and Procedure

Purpose

To support First Choice Training's commitment to fulfil the Standards for Registered Training Organisations (RTOs) 2015 under Clause 5.3.

Scope

The Refund Policy applies to all students enrolled with First Choice Training.

Policy

First Choice Training is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. First Choice Training encourages all potential students to read and understand the course information before enrolling.

The Refund Policy can be accessed on the home page of the company website under the heading Forms, Documents and Policies; the Terms and Conditions of Enrolment; and the Student Handbook. Please note, all students must declare that they have read and understood the Terms and Conditions and Student Handbook before submitting the online enrolment form.

All refund requests will be reviewed by the Director. Refund applications will be individually assessed and a decision will be made based on the merits of the claim. All refund decisions will be communicated to the student within 20 business days via email.

Refunds will be issued in the following circumstances:

- First Choice Training is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product).
- A credit that relates to an overpayment.

Refunds shall not be issued in the following circumstances:

- The student changes their mind
- The student has submitted units for marking
- The student finds the course too difficult
- The student no longer requires the course
- The student's employment status changes
- The student's personal circumstances changes
- The student's financial position changes
- The student's circumstances change due to family health issues

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- The student's access to resources change including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind
- The student has breached First Choice Training's Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension

Procedure

Important note: Any student enquiring about a refund request (by phone and/or email) will be emailed the *Refund Request Form*.

Step 1:

Students are required to complete the *Refund Request Form*. Students may download this form from the home page of the company website under Forms, Documents and Policies or by contacting the Student Services Department by email admin@fcc.edu.au or by telephone 1300 800 390 and requesting the refund request form.

Step 2:

Students must forward the completed and signed form to the Student Services Department by email to admin@fcc.edu.au or by post to:

First Choice Training
PO Box 229
ASHMORE CITY QLD 4214

Once the *Refund Request Form* is received by the Student Services Department the following steps will be carried out internally:

Step 1:

The Student Services Department will acknowledge receipt of the *Refund Request Form* by emailing the student. A file note will be made against the student's account in PowerPro (the student management system) regarding the receipt date of the form.

Step 2:

A copy of the *Refund Request Form* will be saved into the student's folder on the company server (i.e. Z drive).

Step 3:

Administration will record all details of the refund request in the Refund Register. The following details will be noted;

- the student's full name

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- receipt date of the Refund Request Form
- the nature of the refund
- the outcome and/or solution offered by First Choice Training
- the student's response to the outcome and/or solution offered

Step 4:

The Student Services Department will print the following document:

- The *Refund Request Form* received by the student

Step 5:

The Refund Request Form will be forwarded to the Director for initial review. The Director will email the student the refund decision within 20 business days of receiving the *Refund Request Form*.

Step 6:

If a full or partial refund is approved by the Director, the student must email through their bank account details to admin@fcc.edu.au

If the student is successful they should expect to receive the refund amount within 15 business days from the approval date. Details of the processed refund amount will be recorded in the Refund Register by the Director.

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