

Club Training Australia

# Refund Policy

VET Participant Refund Policy



Level 1, 36 Station Road, Indooroopilly, Queensland 4068

Telephone: 07 3878 8977 Facsimile: 07 3878 6133

Email: [info@clubtraining.com.au](mailto:info@clubtraining.com.au)

[www.clubtraining.com.au](http://www.clubtraining.com.au)



# Vet Participant Refund Policy

## 1. Purpose

The purpose of this policy is to outline the responsibilities Club Training Australia (CTA) have in relation to the handling of student refunds who are enrolled into Qualifications including Queensland State Government Department of Education and Training funded programs.

## 2. Scope

This policy applies to all students who have enrolled as a

- User Choice Apprentice / Trainee
- Certificate 3 Guarantee Student
- Higher Level Skills Student
- Fee For Service Participant

## 3. Procedure

### 3.1. User Choice Apprentice / Trainee

An AISS search is conducted by Club Training Australia for every student to determine any units of competency that could be used for Credit Transfer (Outcome Code 60) or Transitional gap training (Outcome Code 65). If a participant has previously completed a unit of competency that forms part of their qualification they will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment or Certificate.

In the event of an apprentice / trainee cancelling their training contract or nominates to change to another SRTTO, CTA will:

- 3.1.1. Reimburse the Student Contribution Fees for units where training has not been undertaken.
- 3.1.2. Proportionate refunds will be given where the Participant has withdrawn from a Unit of Competency/Module.
- 3.1.3. Refund the employer contribution fee at a pro-rata rate for units not completed or withdrawn.

The CTA administration team will:

1. Confirm the units of competency that have been reported as an AVETMISS outcome of '20' Competency achieved / pass, '51' Recognition of Prior Learning and '40' withdrawn / discontinued
2. Calculate the Student Contribution Fees for the training completed by multiplying the nominal hours for the unit of competency by \$1.60.
3. Confirm with CTA accounts department how much has been received in the bank for the student and calculate the amount of the refund for applicable units.
4. Email the party responsible for payment (Student or Employer) requesting BSB and Account number to process the refund.
5. Complete the CTA Refund Form and attach the
  - o student status report (confirming units of competency completed),
  - o email from CTA accounts department (confirming amount received in bank),
  - o email from responsible party (confirming BSB and Account number)
6. Scan and save a copy to the party record in Job Ready and hand to the CTA accounts department for processing.

### **3.2. Vet Investment (Certificate 3 Guarantee, Higher Level Skills)**

An AISS search is conducted by Club Training Australia for every student to determine any units of competency that could be used for Credit Transfer (Outcome Code 60) or Transitional gap training (Outcome Code 65). If a participant has previously completed a unit of competency that forms part of their qualification they will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment or Certificate.

In the event a student completes/cancels their training and reports previously completed units of competency after commencement, CTA will reimburse (if charged) the Co-Contribution Fees for units where an AVETMISS Outcome '60' Credit Transfer, '65' Transitional gap training has been reported

- 3.2.1. In the event a student cancels their training, CTA will reimburse (if charged) for units of competency paid in advance in full or proportionately for those units of competency which were not completed at the time of withdrawal.

The CTA administration team will:

7. Confirm the units of competency that have been reported as an AVETMISS outcome of '60' Credit Transfer or '65' Transitional gap training
8. Calculate the Contribution Fees for these units by dividing the total cost of the qualification (as indicated on the training assessment plan) by the number of units in the qualification and multiplying by the number of units reported as '60' and/or '65'.
9. Confirm with CTA accounts department how much has been received in the bank for the student and calculate the amount of the refund.
10. Email the party responsible for payment (Student or Employer) requesting BSB and Account number to process the refund.
11. Complete the CTA Refund Form and attach the
  - student status report (confirming units of competency reported as '60' or '65'),
  - email from CTA accounts department (confirming amount received in bank),
  - email from responsible party (confirming BSB and Account number)
12. Scan and save a copy to the party record in Job Ready and hand to the CTA accounts department for processing.

### **3.3. Fee For Service (FFS)**

Any payments that have been remitted to CTA prior to cancellation are non-refundable.

## **4. TIME LIMITS**

CTA will process refunds within 4 weeks (28 days) of the receipt of confirmation that the student has cancelled or completed:

4.1. A Completion / Cancellation Form

4.2. Email from student / Employer