

Refund Policy and Procedure

Policy

All requests for refunds need to be made in writing and be accompanied by supporting documentation.

In accordance with the NVR Standards no more than \$1500 of participants' monies will be held in advance by MAX Solutions.

MAX Solutions will only provide refunds under the below circumstances:

Course Cancellation

In the instance that MAX Solutions cancels a course, the participant is entitled to full refund or transfer of funds to another course – for all monies paid on the cancelled course. This refund will include an Administration Fee.

In the instance that a course is cancelled after it has commenced (and prior to completion), MAX Solutions will offer the client an alternate course or part thereof. If the alternate course is accepted by the participant – no refund will be given and no additional fees will be charged. If the alternate course is not accepted, or no alternate course is offered to the participant – a full refund will be provided to the client including the Administration Fee.

Enrolment Changes

If a participant wishes to change an enrolment to another course being offered by MAX Solutions, any fees paid may be applied to the new enrolment, with any additional fees owing from the new enrolment to be paid by the client.

Client Requested Refunds

If a client requires a refund prior to course commencement, a full refund (minus the Administration Fee) will be provided to the client.

Refunds after Course Commencement

Once the course has commenced, refunds will not be provided unless:

- The client can provide Medical Certificate, OR
- The client can provide reasoning for their course enrolment to cease (i.e., in a case of extreme personal hardship)

Refunds will also be granted as per below:

- Accredited – based on completed units of competency
- In accordance with State Based Funding Contracts where Student Contribution Fees, Student Tuition Fees or other fees apply (Refer to State Based Funding Policy and Procedure on which contract requires a Refund Policy to apply)

Enrolment cancellations

In the event of a participant's enrolment being cancelled due to misconduct (as per the Student Handbook and Misconduct and Disciplinary Policy and Procedures), no refund will be provided and any outstanding fee's must still be paid

Sanction

In the case that MAX Solutions has received a sanction, the participant is entitled to a refund (minus the Administration Fee), based on a pro-rata adjustment, or a transfer of (paid) funds to another course.

Administration Fees

Administration Fees are not to be refunded, unless in the case/s of course cancellation (by MAX Solutions).

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Procedures

1. All fees and charges for the delivery of vocational training and assessment services must be approved by the Compliance and Operations Manager prior to their publication, quotation to clients or tender submission.
2. All participants are to be invoiced and fees paid are to be receipted.
3. Any reasons for discounts or exemption from fees are to be noted on the receipt and/or placed on file.
4. Where an employer pays fees on behalf of a participant, the employer is to be invoiced for the appropriate fee, clearly indicating on the invoice each participant to whom the invoice applies.
5. In the event that fees are paid in advance, refund decisions are to be made and refunds granted by the Compliance and Operations Manager.
6. Participants who cancel their enrolment prior to course commencement receive a refund of all fees paid (minus Administration Fees).
7. Once training has commenced a partial or full refund will be considered only in circumstances as outlined in the **Refunds after Course Commencement** section of this policy. Participants will be offered alternative course dates and training options should they want to defer training.
8. Where a request has been received for a refund of fees, MAX Solutions is to provide the participant with the **Refund Request Form** to complete and submit for review by the Compliance and Operations Manager. Ensure that the participant has fully completed the form, including any documentation support the request for refund. When this form has been received this is to be forwarded to the Compliance and Operations Manager for review.
9. All requests for refunds must be made by completing in writing and responses made in writing. Records must be kept on the participant's file of this communication.
10. The Compliance and Operations Manager establishes the reason for the refund that has been requested. This must be in line with the Refund Policy and Procedures.
11. Where the refund is to apply to participants funded under state training contracts, and where Student Contribution/Tuition Fees apply, the calculation of refund (based on pro-rata calculations) must be documented in the **Refund Request Form**. Refer to the **State Based Fund Policy and Procedures** to confirm which State Funding Contract requires the provision of full refund for training delivery that has not commenced at the time of cancellation from the enrolment.
12. Where a refund has been approved the participant is to be notified by providing a **Refund Confirmation Letter**. This advises the participant that their refund request has been approved, confirming the amount and processing date of their refund. The **Purchase/Cheque Request Form** is to be completed by MAX Solutions and forwarded to Finance Department for processing of payment, along with the original invoice.
13. The refund is actioned in **VETtrak** as per the **VETtrak User Guide**. List details of the refund, including date, amount, reason, approving officer and related enrolment.
14. Where the refund has not been approved, the participant is to be notified by providing a **Refund Non-Approval Letter**. This advises the participant that their refund request has not been approved, and includes the reason for this. A copy of the letter is to be placed on the Student's File.
15. Should MAX Solutions cancel the training agreement, a fair and reasonable refund will be granted, for all monies paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
16. No refund is available to participants who remain enrolled and do not progress. Should a participant decide not to continue with the course the participant must notify MAX Solutions of their intention to withdraw or defer.

Refund Policy and Procedure

Related policy:

- Financial Management Policy and Procedures
- State Based Funding Policy and Procedures

Supporting Documents:

- Refund Register
- Refund Request Form
- Purchase/Cheque Request Form
- Refund Non-Approval Letter
- Refund Confirmation Letter
- VETtrak User Guide

Supporting Systems:

- VETtrak – Student Records Management System

Relates to NVR Standards: 22.2, 22.3