



Refund Policy and Procedure

PURPOSE

This policy establishes the principles to be applied in relation to refunding fees or charges to students enrolled in Vocational Education and Training (VET) courses and units.

Innov8 makes every effort to ensure potential clients and students are made of its Refund Policy before accepting a student for enrolment.

SCOPE

This policy applies to the refund of fees and charges for students enrolled in VET courses and units.

STANDARDS

Standards that are relevant to this policy are:

Standard 7
Clause 7.3

DEFINITIONS

Application Fee/Deposit: The fee payable set out in the application form.

Course Fee: Money received by Innov8 for providing the course to the student. The Course fee may include:

- The tuition fee
- Resource fee
- Uniform or other fees

The course fee will always be itemized separately so that students can identify individual components that make up their Course Fees.

REFUNDS

Refund applications must be made in writing to Innov8. Refunds will be refunded within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated. For the purposes of this policy, notice is deemed to have been received upon the date the written notification is received.

Innov8 will issue refunds on tuition fees (not including application/deposits) paid in advance. Refunds will be paid in certain circumstances, which may include, but are not limited to:

Circumstance	Innov8 Policy
Innov8 cancels the course or the student's enrolment request has been rejected by Innov8	100% refund of tuition fees.
Student provides written notice of withdrawal of course and received by Innov8 28 days or more prior to course commencement.	70% refund of tuition fees
Student provides written notice of withdrawal of course and received by Innov8 less than 28 days prior to course commencement	No refund of course fees
Innov8 refuses to continue the student in the course because of student misbehavior or breach of student code of conduct or failure to pay due fees.	No refund of course fees.
Conditions that apply to Government funded training contracts	Refunds and retained fees are applied in accordance with individual government Contract guidelines.

Materials fees for text books and learning resources are non-refundable.



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REFUND PROCEDURE

1. Student applies for refund on the Refund Application Form and submits to Director or relevant trainer (Refund Application Form is available to student on request)
2. Trainer to forward request to Director
3. Refund to be calculated by Director
4. If approved, the student receives the refund within 14 days
5. If not approved, student does not receive refund.
6. Student will be directed to complaints and appeals procedure
7. Student appeals and appeal is upheld or not upheld
8. Student does not appeal
9. Application and its result to be filed in the student file

Name:		Date Effective:		Responsible Authority		Drive:	
Page		Review date:		Organisation		Version:	