

Purpose

This procedure describes the processes whereby The Coaching Institute (TCI) controls and manages the refund of student fees.

Scope

The Coaching Institute has a responsibility as a Registered Training Organisation to provide students with a fair and equitable refund policy in accordance with the Standards for Registered Training Organisations (RTOs) 2015 (Standard 5). This policy applies to all staff employed by or contracted to TCI and responsible for the management of student fees and students.

Refund information and arrangements are made available to clients prior to enrolment through:

- TCI's relevant handbook for each stakeholder group;
- TCI website; and
- As a part of the Students Enrolment Form completed with the client prior to enrolment.
- Table of Values (Scheduled of Fees)

Refunds may be paid automatically, or sought and negotiated on an individual basis with TCI, on a case by case basis.

TCI has publicly published on its website, and makes Students aware of this Refund policy before enrolment.

Responsible parties

The CEO has delegated the Team Leader - Finance as responsible for the management, control and issue of this policy in conjunction with the Principal Compliance Officer to assure that the refund policy and procedure meeting to the Standards RTO 2015

Associated documents

F 49 Application to Withdraw from Course

Student Enrolment Form

All prospective Students, prior to enrolment, receive a Student Enrolment Form from TCI. This form makes a formal enrolment offer to the prospective Student and/or relevant supporting client, and includes all relevant fees, charges, refunds and support information relevant to the Student's course selection.

Fee arrangement

TCI behaves honestly and in a way that upholds the objects and values of the vocational training system by:

- Setting tuition fees in accordance with contractual requirements.
- Maintaining accurate and up-to-date records of Student enrolments, fees and Student participation.

The Coaching Institute will not apply for Government grants, VET Student Loan or funding on behalf of a potential student. Grants and/or external funding is the sole responsibility of the student and The Coaching Institute's fee schedules and terms and conditions apply regardless of how the student fees are raised.

The Coaching Institute accepts payments through PayWay. No direct debits are accepted for ongoing payments. For enquiries, changes or details regarding your payment option, please contact courseadmin@thecoachinginstitute.com.au

Recovery of Outstanding Student Fees

For students with more than one credit account, default on one account will cause suspension of all accounts. Failure to make payments as agreed will result in all recovery costs being the responsibility of the Student and become due to The Coaching Institute.

Account not paid within terms are subject to a fee of \$10 per failed payment plus additional 10% p.a. finance charge until outstanding amount paid in full. We reserved the right to charge any cost associated with recovery of overdue account.

Refunds Procedures

Student Initiated.

Students have the option to withdraw from TCI programs at any time but are reminded that TCI will not issue full refunds after enrolment. (Refer Terms and Conditions and the Student Handbook)

Once you have been enrolled and commenced the qualification/training; you are not eligible for a refund of enrolment fees and learner resources.

Students should consider a deferral of studies as the first option and seek advice from a Wow team member before proceeding with withdrawal from course.

Having decided to withdraw from TCI courses, students are to notify the Wow team in writing of their intention to withdraw. On receipt of advice from the student, Wow team will forward form F 49 Application to Withdraw from Course and a Table of Values (TOV) to the student for completion and return.

On return of F 49 and TOV the Wow team leader will make a determination, seek agreement from the Chief Financial Officer and forward the form to Team Leader - Finance for action and debt recovery if applicable.

Any fees that are due back to the student in the way of a refund will first be applied to any and all outstanding fees, prior to a refund being issued. The final determination of fees to be owed is at the sole discretion of The Coaching Institute and will be calculated from the date of student's written notice. Students have the option of paying all fees owed in a lump sum or can remain on their payment plan until all fees owing are paid.

Any refunds entitled to the student will take from 6-8 weeks to process.

The Coaching Institute Initiated.

Refunds Due to Non-Provision of Services

Course fees are refunded to student in full if TCI is unable to commence the course service as agreed due to a lack of minimum Student numbers or unforeseen circumstances.

Where TCI or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded to student on a pro-rata basis (refer below formula for the computation of refund), with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of TCI default due to unforeseen circumstances, TCI will endeavour arrange for another course, or part of a course, to be provided to student at no (extra) cost as an alternative to a refund. Where student agrees to this arrangement, TCI will not refund fees paid.

If The Coaching Institute is at default and cannot deliver the enrolled course, e.g. business closure, then refunds owed to the student will be calculated according to the table below and paid to the student.

Any refunds entitled to the student will take from 6-8 weeks to process.

Note:

1. When a course commenced & learner resources provided a refund will not be applied to that course.
2. Where attendance has been recorded at a face-to-face/Virtual training a refund will not be applied to that training.
3. Where attendance has not been recorded at a face-to-face/Virtual training and your course expired a refund will not be applied to that training.

R. Pearson
CEO