neca | TRAINING
national electrical and communications association

Refund Policy & Procedures

1. PURPOSE

NECA Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, NECA Training is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. POLICY

NECA Training is committed to ensuring fair and reasonable refund practices.

NECA Training will:

- Implement and maintain a process for fair and reasonable refund of fees paid, and;
- Provide refunds for fees and charges paid by students / clients, where training and assessment activities have not been delivered.

3. PRINCIPLES

The following principles underpin this policy:

a) Details of NECA Training Refund Policy are to be publicly available on the NECA Training website.
b) Payment of all refunds is to be made within one week (seven days) of receipt of an application for refund.
c) With regard to all withdrawals, NECA Training will firstly encourage a client to enrol on another course date, prior to processing refund applications.
d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the Refund Form.
e) There is no refund applicable after a client has commenced training in a course/unit.
f) There is no refund to students who do not obtain their qualification/certification after assessment.
g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
h) NECA Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

i) Should there be a need for NECA Training to cancel a course, in the first instance, NECA Training will (where possible) provide an opportunity for students to attend another scheduled course. Where a student cannot attend another scheduled course, NECA Training will provide a full refund to the student. In this instance, the student does not need to apply for a refund, NECA Training will provide the refund automatically.

j) Refunds for cancellation of enrolments are granted on a sliding scale (See Below).

4. RESPONSIBILITIES

4.1 Management Responsibilities

The NECA Training Operations Manager will ensure that NECA Training staff are aware of this policy, its underpinning legislative requirements and related procedures, and comply with this policy at all times.

The NECA Training Operations Manager will also ensure that all clients and students have access to this policy.

The NECA Training Business Manager will maintain all refund information and records in accordance with Records Management Policy (See Records Management Policy).

4.2 NECA Training Staff, Contractor and Client Responsibilities

NECA Training staff, contractors and clients have the responsibility to acknowledge their rights and responsibilities pursuant to this policy and act in accordance with this policy.

5. RECORDS MANAGEMENT

All documentation regarding items relevant to this Policy shall be maintained in accordance with the NECA Training Records Management Policy (See Records Management Policy).

6. CONTINOUS IMPROVEMENT

All refunds processed shall be monitored by the NECA Training General Manager and Operations Manager and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

To assist this process:

a. All staff are given fair and reasonable opportunity to participate in relevant decision making processes and the allocation of resources and services as required to fulfil their duties and responsibilities in light of the necessary improvement.

b. All clients are given fair and reasonable opportunity to attend, complete and provide feedback on the quality and relevance of their training and assessment experience.

7. PROCEDURES

7.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws and can not	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by NECA Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by NECA Training		100% of the course fee (paid by the client)

a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.

b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

7.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Fee Type	Description	Fee $$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units **NOT** commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee paid by client is Refunded

8. PROCEDURES CHECKLIST

Refunds Procedures

STEP 1 – Lodgement of Refund by Client

No.	Who	Actions
1.1	**Client**	a) Client completes "**Refund Request Form",** notifying their request for a refund of fees paid.
1.2	**Admin**	a) Review the refund application and ensure that the Client is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check client records to identify how the money was originally paid (i.e. cash, cheque, company or credit card). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete "**Refund Request Form"**. e) Provide completed "**Refund Request Form"** to Director for Approval. f) Go to Step 3.

STEP 2 – Refund of fees – Due to Course Cancellation

No.	Who	Actions
2.1	**Admin**	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (ie cash, cheque, company or credit card). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a "**Refund Request Form"** for each client eligible for a refund. e) Provide completed "**Refund Request Form"** to the Operations Manager for Approval.

STEP 3 – Management approval for Refund

No.	Who	Actions
3.1	**Operations Manager**	a) Review refund and note approval/modification/decline on "**Refund Request Form"**. b) Return Completed "**Refund Request Form"** to Admin for processing.

Refunds Procedures

STEP 4 – Finalise Refund Request

No.	Who	Actions
4.1	**Operations Manager**	a) If a refund is approved: i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the "**Refund Request Form"**. iv. Take a copy of completed "**Refund Request Form"** for client file**.** v. Send original "**Refund Request Form"** to finance for processing. vi. File all documentation on client file. b) If a refund is declined : i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "**Refund Request Form"**. iv. File original completed "**Refund Request Form"** and all documentation on the client file**.**

STEP 5 – Processing the Refund

No.	Who	Actions
5.1	**Finance**	a) Upon receipt of completed "**Refund Request Form"** process and make refund to the client. Noting the method of refund. b) Update finance management system c) File documentation accordingly, in **Refunds Register**.