

Refund Policy

References: [Standards for Registered Training Organisations \(RTOs\) 2015](#) Clause 5.3 and 7.3

1.0 Purpose

This policy is to outline the refund arrangements for students at Lead Institute. It is made available to students via the Lead Institute website and upon enrolment.

2.0 Background

The need for a formalised refund policy is referenced in Standard clause 5.3 and 7.3 from the [Standards for Registered Training Organisations \(RTOs\) 2015](#) which states:

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i. fees that must be paid to the RTO, and
 - ii. payment terms and conditions including deposits and refunds
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i. arrangement is terminated early, or
 - ii. the RTO fails to provide the agreed services.

Clause 7.3

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

3.0 Definitions

Instalment plan: a payment plan for fees, developed for an individual student, prepared in order to assist them cover the cost of their studies.

4.0 Policies & Procedures

4.1 Payment of course fees

In accordance with SNR 22.3, Lead Institute will not accept more than \$1500 from each individual student prior to the course start date. Instalment plans are generated for fee-paying students, with payments due by the census date or as stipulated in the plan.

4.2 Student Default

Lead Institute will not refund any enrolment fees. All course fees paid will be refunded if the student cancels before they commence studying (no reason for cancellation is required).

Lead Institute is under no obligation to refund any course fees paid if:

- the student cancels after the commencement date.
- the student's course is cancelled by Lead Institute on the grounds of misbehaviour.

Lead Institute reserves the right to assess each case on its individual merits. Where a student cancels a course due to personal circumstances beyond their control, and this claim is accompanied by documentary evidence, Lead Institute may elect to refund all, or part of any fees paid after the student commenced.

4.3 Provider Default

- Students will be offered a full refund of any course fees paid in the event that Lead Institute cannot meet its obligations to deliver the course as intended.
- Any refund will be paid within four (4) weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by Lead Institute at no extra cost within 14 days. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted.

5.0 Refund Procedure

The student must fill out a "Request for Refund Form" and either hand it to the reception staff at Lead Institute or email it together with any supporting documents (medical certificate etc.).

- Refunds will only be paid to the person who entered into the contract with Lead Institute, unless the person who entered into the contract gives written direction to Lead Institute to pay the refund to someone else.
- Any refund will be paid within four (4) weeks of the date of application, or the date on which the course ceased being provided.

5.0 Forms

- Request for Refund Form

6.0 References

[Standards for National VET Regulator \(NVR\) Registered Training Organisations](#)
[Standards for Registered Training Organisations \(RTOs\) 2015](#)

Version history

Date	Version	Author	Status	Reviewers
2019	1.0	C Kerr	Implemented	B White
2020	1.1	C Kerr	Expanded refund procedure	B White
FEB 2021	1.2	L Daly	Revised ASQA Standards	J Woodward
JUN 2021	1.3	S Sciasci	Revised	L Daly