

Refund Policy

Purpose:

NAHB is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations. As such, is required to have and provide detail of a fair and reasonable refund process. NAHB is committed to ensuring fair and reasonable refund practices. The purpose of this policy is to provide for the appropriate handling of client refunds.

Responsibilities:

The CEO is responsible for ensuring compliance with this policy. All Refund practices are monitored by the CEO and areas for improvement identified and acted upon.

NAHB will process refund requests within 14 days from the day of receipt.

Policy

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

General Guidelines

1. Details of Refund Policy are to be publicly available.
2. With regard to all withdrawals, NAHB will firstly encourage a client to enrol in another course date, prior to processing refund applications.
3. Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Policy

1. If a student wishes to withdraw from a training program, notification of withdrawal must be provided by the student in writing and submitted to the Administration office. Any refund due will be calculated and processed as at date of receipt of notification.
2. Refunds prior to course commencement
Refund is granted in full if:
 - a. the Institute cancel the course before commencement;
 - b. the course is rescheduled to a time and location that is unsuitable for the Learner.
3. Refunds after the course commencement
 - a. No refund will be made on the Material fees and book levy excluding tuition fee in full;
 - b. Tuition fee will be charged on pro rata according to the numbers of weeks into the course.
(Tuition fee / duration of the course in weeks X the number of weeks into the course).
4. Full fee refund will be provided to the student in case NAHB is not able to deliver the course, or changes the schedule and the student is not satisfied with that decision.
5. There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.

6. Deposit fees (such as Application/Admission fee) are non-refundable.
7. NAHB does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
8. If for any reason NAHB is unable to fulfil its service agreement with a student, NAHB must refund the student's proportion of fees paid for services not delivered. In the first instance will (where possible) provide an opportunity for the client to attend another scheduled course. If NAHB cancels a course, clients do not have to apply for a refund, NAHB will process the refunds automatically
9. NAHB will provide a refund to the student within 14 days of receipt of the "Application for Refund form".
10. Students who are unhappy with NAHB arrangements for the collection and refunding of tuition fees are entitled to lodge an appeal. This should occur in accordance with NAHB complaints and appeals policy and procedure.
11. Refunds are made only in Australian Dollars.
12. Students may provide an option to either receive refund directly into an Australian Bank Account or via a cheque payable to an Australian Account.

Protecting fees being paid in advance

NAHB acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities NAHB adopts the option to accept payment of no more than \$1,000 from each individual student prior to the commencement of the course.

Following the course commencement NAHB will require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,000.

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Procedure:

1. The student completes a 'Withdrawal form' and submits this to the Administration office. Forms can be obtained upon request from the administration office or downloaded from the website.
2. The application to withdraw from the course will be reviewed and any refund due will be calculated from the date evidence to withdraw is received from the student.
3. The refund amount is calculated as per the refund policy.
4. The student is advised of refund amount by letter/ email and payment is made within 14 days into the nominated account.
5. The student may choose to access the internal complaints and appeals procedure if the student is not satisfied with the amount refunded.
6. The students file is updated accordingly and details entered into the Refunds register.

Related Documents

Refund request form

Access and Equity Policy

Complaints and Appeals Policy

Records Management Policy