

College of Warehousing

Refunds Procedure

Version: 1.0 | Date: 4/11/2021

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Related procedures	<ul style="list-style-type: none">▪ Certificate Issuance Procedure▪ Continuous Improvement Procedure
Forms and supporting documents	<ul style="list-style-type: none">▪ Student Handbook▪ College of Warehousing website▪ LMS▪ Refund Request Form▪ Refund Request Register▪ Course Cancellation Request Form▪ Course Cancellation Request Register▪ College of Warehousing Fees and Charges Sheet

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PURPOSE

College of Warehousing adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, College of Warehousing will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process.

This process serves as the guide and reference document for the refunds processing of College of Warehousing.

Changes to this Procedure must only be made upon approval of the COO.

SCOPE

This Procedure applies to all College of Warehousing students and staff. College of Warehousing implements fair and reasonable refund practices.

To ensure this, College of Warehousing will:

- a. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
- b. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
- c. it implements and maintains a process for fair and reasonable refund and fees paid; and
- d. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered.

PROCEDURES

1. Lodgement of Refund Request

Person Responsible	Step	Resources / References
Student	Client provides written notification of refund request via letter, email or completion of the Refund Request Form and Course Cancellation Request Form (if applicable).	Refund Request Form Course Cancellation Request Form
Administrative staff	Once the Refund Request Form has been received, contact the student to determine if other options or pathways are suitable. If student is withdrawing from commenced training, confirm with the student if a trainer and assessor has been in contact to discuss with him/her to determine reason for withdrawal and offer other options and pathways. If the student has not been contacted, encourage him or her to continue training	

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	<p>where possible and provide options or applicable pathways.</p> <p>If student still decides to cancel or withdraw training, proceed to processing the refund.</p>	
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2. Processing the Refund Request

Person Responsible	Step	Resources / References
Administrative staff	<p>Review the Refund Request Form.</p> <p>Conduct refund eligibility assessment:</p> <ol style="list-style-type: none"> Determine when student was enrolled. Determine if student applied for refund within the “refund period” or beyond. Determine payment method. <p>Notify student that refund cannot be processed if the student is not eligible (beyond the “refund period”).</p> <p>In situations where the student wishes to claim for refund and experiencing personal difficulties, coordinate with the Manager.</p> <p>Calculate refund if student is eligible.</p> <p>Update the College of Warehousing Refund Request Register.</p> <p>Request for approval from College of Warehousing Management before requesting for refund to be processed (provide the College of Warehousing Manager the link to the Refund Request Register).</p>	<p>Refund Request Form</p> <p>Course Cancellation Request Form</p> <p>Refund Request Register</p>
Manager	<p>Review the refund request form and other supporting documents (if applicable).</p> <p>If a refund is due and approved update the Refund Request Register and provide instruction to admissions officer for processing.</p> <p>If the refund is not approved update Refund Request Register and provide reason for decision.</p>	<p>Refund Request Form</p> <p>Course Cancellation Request Form</p> <p>Refund Request Register</p>
Administrative staff	<p>If refund is due, proceed with processing the refund.</p> <p>If refund request is not approved, inform student including the reason for the decision.</p>	

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3. Finalising Refund

Person Responsible	Step	Resources / References
Administrative staff	Obtain student bank details (if applicable). Process the refund. Update Debit Success (if applicable). Update the Refund Register. Send information to Accounts for processing. File all documentation on student file. Inform student of the refund status and timeframes.	Continuous Improvement Register

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REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments