40. Refund Procedure

Purpose:

To ensure all refund requests are managed consistently, fairly, transparently and in accordance with the Standards for Registered Training Organisations (RTOs) 2025, Australian Consumer Law and the I4BLD TRAINING Fees, Charges & Refunds Policy.

Receipt of Request:

The learner submits a completed Refund Request Form with supporting documentation where applicable.

Acknowledgement:

Administration acknowledges receipt of the application within five (5) business days.

Eligibility Assessment:

The Training Manager assesses the request against the Fees, Charges & Refunds Policy, enrolment records and supporting evidence.

Decision:

The CEO or delegated officer approves or declines the request. Exceptional circumstances are documented.

Notification:

The learner receives written advice of the outcome, refund amount (if any), calculation method and appeal rights.

Payment:

Approved refunds are paid to the original payer using the original payment method where practicable within fourteen (14) business days.

Appeals:

Where a refund is declined, the learner may access the Complaints and Appeals Policy.

Record Management:

Maintain the Refund Request, evidence, approval, payment confirmation and correspondence in the student management system. Update the Refund Register.

Continuous Improvement:

Refund trends are reviewed during management review meetings to identify opportunities for improvement.

Responsibilities:

Administration: receive applications, acknowledge receipt, process payments and maintain records.
Training Manager: assess eligibility and recommend decisions.
CEO: approve exceptional refunds and monitor compliance.

Related Documents:

- Fees, Charges & Refunds Policy
- Refund Request Form
- Complaints and Appeals Policy
- Student Handbook
- Records Management Policy

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