

# Financial Management: Refund Policy 3-1002:

## **Fees, Charges and Refunds Policy:**

To ensure Quality Hospitality International Pty Ltd provides accurate information regarding course fees and charges and accepts payments and provides refunds to students according to the requirements of the AQTF 2010 and the VET Quality Framework.

QHI has a policy to not accept enrolment or training payments exceeding \$1,000 at any given time.

## **Course Fee Refunds**

All applications for refunds must be made in writing by emailing a request to QHI's Administration Officer at [info@qhinc.com](mailto:info@qhinc.com). Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications will be granted as indicated below:

## **Refunds for Qualifications:**

### **Enrolment fee refunds prior to commencement of course:**

QHI will refund all payments made by an employer on behalf of a student (or to the student, where the student paid the fee) if the course is cancelled or course commencement is postponed by more than four (4) weeks by QHI and does not commence, where satisfactory alternative arrangements are not possible.

Prior to commencement, an employer is required to give six (6) weeks notice of withdrawal from a course to obtain a full refund of payments, upon the return of all learning materials distributed, minus an administration fee not exceeding \$250.

### **Enrolment fee refunds after commencement of course:**

If a student withdraws in the first six (6) weeks of a course, a refund will be issued to the employer (or student, whoever paid the fee to QHI), on return of all learning materials distributed, minus an administration fee of \$250.

## **Refund and Cancellation policy – QHI Classroom Short Courses**

For training of short courses, any funds received prior to training may be refunded if the student cancels registration at least 24 hours prior to the session or if QHI cancels the course.

Credit card payments will not be processed until the day training is scheduled to be conducted.

## Financial Management: Refund Policy

### Refund and Cancellation policy – Online Short Courses

Online short course fees are charged in advance and payment must be made to ensure issue of certificate.

Once payment has been provided, fees are committed for the online course or courses purchased. Once payment is processed and the username and login have been activated the course cannot be cancelled.

If however after attempting the course and having received help from a QHI trainer via phone or email, a student has been unable to successfully complete the course their payment will be refunded in full.

<b>Outline of Refunds – Qualifications Only</b>	
Withdrawal prior to agreed start date	Full refund
Withdrawal after the agreed start date	50% refund of unused tuition fees
<b>Outline of Refunds – Short Course Only</b>	
Withdrawal within 24 hours of scheduled course	No refund
<b>Outline of Refunds – Qualifications and Short Courses</b>	
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund
<b>Outline of Refunds – Online Short Courses</b>	
Withdrawal after commencing course	No refund
Unsuccessful completion of course, as described in <b>Refund and Cancellation policy – Online Short Courses</b>	Full refund
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

### Extenuating circumstances

Students may have extenuating circumstances preventing them from participating in scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters

**Financial Management:  
Refund Policy**

- Other extraordinary reasons

Where evidence can be successfully provided to support the Student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and will be assessed on a case by case basis.

***Please note: where the Student breaches Quality Hospitality International Policies and Procedures no refund is payable.***

**Policy Authorisation:**

**Responsibility:** CEO **Ross Gregory**

**Confirmation Date:** 2/02/2012

Signed:  .....

**Version Date:** February 2012

**Links:**