

Refund Policy

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Responsible Officer: Training Coordinator / RTO Manager

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Preamble

Century Training is committed to the early resolution of staff and customer refunds in a fair and impartial manner, in compliance with NCVER Instrument 2025 and the standards set forth by the National VET Regulator (ASQA).

Rationale

Systems for quality training and assessment.

Principles

Century Training deals with all refunds promptly and systematically. Every refund must be recorded in writing with details of the process undertaken to resolve the case and its outcome. Century Training adheres to NCVER Instrument 2025 guidelines in relation to student refunds, ensuring fairness, transparency, and clear communication at every stage of the process.

Refund Rules

1. A student is eligible for a refund of tuition fees where Century cancels a unit/s of competency before it or the student commences.
2. Upon withdrawing from a course, students must submit a refund application using the required form (provided at the end of this Policy document), and provide any documentary evidence requested by Century Training within specified timeframes.
3. In cases of Century Training cancelling a unit/s of competency or provider default, students are not required to submit a student refund application. However, student bank details will be required by Century Training to process the refund.
4. Where a learner seeks a refund on the basis of an incorrect charge being accepted by the company.

5. Where a learner seeks a refund following cancellation of the enrolment prior to the commencement of the course, a full refund shall be made.
6. After commencement of the course, fees are non-refundable except at the discretion of the General Manager.
7. In the unlikely event of course cancellation by Century Training, full fee refund, including the deposit, will be made to learners.
8. Where a learner's enrolment has been terminated due to disciplinary action, fees will not be refundable.
9. Refunds to be made by Electronic Funds Transfer (EFT) in favour of the learner.

Provider Default

In the event that Century Training cancels a unit/s of competency or a training program before it commences, or if Century Training is unable to deliver the program, this is considered provider default. In these cases, students will be entitled to a full refund, including any non-refundable deposit. Refunds due to provider default will be processed within 14 days as per NCVER guidelines.

Refund Process for Credit Card Payments

If a student is eligible for a refund of tuition fees that were paid using a credit card, the refund will be credited back into that credit card account, less any transfer fees incurred by the transaction.

Specified Timeframes Around Refunds

To withdraw from a course prior to commencement and obtain a full refund, students need to contact our administration office at least five (3) working days prior to the start of the course. In the event of a withdrawal within five (3) working days prior to the start of the course, 50% of the course fee will be refunded, with a \$15 administration fee.

No refunds can be made for cancellations received less than 24 hours prior to course commencement. In the event of cancellation by the student and/or the employer, where full payment has not already been received, Century Training reserves the right to recover full course fees (100% course fees are payable). Students who wish to transfer their booking for a later course must do so at least 24 hours prior to their scheduled course date. In this case, course fees will be transferred to the next course. An administration fee of \$15 may apply in case of withdrawal (cancellation and/or transfer). Application of these fees will be dealt with on a case-by-case basis. Funds will be held for a maximum of 12 months. No refund will be given for withdrawal after the course has commenced.

Special Circumstances

In cases where students withdraw from training outside of the specified timeframes, Century Training will offer a credit to attend the next available course. If the student is unable to attend future courses, Century Training may provide a student refund. However, Century Training has discretion to consider a student refund in cases of special circumstances.

To apply for special consideration, a student must make a written application to Century Training and attach evidence to support the special circumstances that have occurred.

In cases of special circumstances, Century Training will determine the refund amount, considering the circumstances of the withdrawal.

Exceptions to Refunds

Students who have their enrolment cancelled by Century Training as a result of academic or behavioural misconduct under the Century Training Disciplinary Procedures and Code of Conduct are not eligible for a refund of tuition fees for any training that has commenced.

The student submits falsified evidence of their eligibility to the course.

Century Training has temporarily closed due to extenuating circumstances such as fire, cyclone, or flooding (natural disaster). Refunds may be delayed under such circumstances that are beyond Century Training's control.

Appeals

If a student is not satisfied with the decision made by Century Training in relation to their refund application, a review of the decision can be requested. The independent review shall be carried out by the Century Training Decision Review Board. The Decision Review Board cannot include the person who made the previous decision. A written appeal will need to be submitted directly to Century Training for escalation to the Century Training Decision Review Board. The following conditions must be met:

- The written appeal must be lodged within 28 days of receiving notice of the original decision, unless a longer period is allowed; and
- The written appeal must specify the reasons for making the request, with any supporting evidence attached in the same email.

Century Training shall acknowledge receipt of any appeals in writing to the applicant.

Upon receiving a written appeal from a student, the Century Training Decision Review Board shall:

- a) Seek all relevant information from the person who made the original decision.
- b) Review the case within 14 working days.

c) Advise the person who made the original decision in writing with a clear rationale for the final decision.

The Century Training Decision Review Board may:

- a) Confirm the original decision;
- b) Vary the original decision;
- c) Set the original decision aside and substitute a new decision.

Deferment of Course and Fee Credit

Clients may receive a pro-rata credit, less the non-refundable deposit, if they cannot continue the course for unavoidable reasons. The credit can be used to pay for the same course at a future date.

Any credit of fees held is for the use of that client only and is non-transferable to other persons. Any credit of fees being held for the use of a client is non-refundable.

- **Risk Identification:** Century Training uses a variety of methods to identify risks that may affect compliance with NVETR Instrument 2025.
- **Risk Assessment:** Identified risks are evaluated based on their impact and likelihood, and appropriate risk ratings are applied.
- **Risk Mitigation:** Effective mitigation strategies are implemented to manage risks. These strategies are reviewed and updated regularly based on internal audits and external regulatory changes.
- **Continuous Improvement:** Opportunities for improvement are continuously identified, and systems are updated in line with feedback from audits, staff, and other stakeholders.
- **Transparency and Communication:** Open communication mechanisms are encouraged, and staff members are trained to understand the importance of risk management in compliance.