

Learner Withdrawals and Refunds Policy & Procedure

Purpose

This policy and procedure sets out the circumstances under which learners withdrawing (i.e. cancelling) from a course may claim for a full or part refund of any fees or charges incurred from any of Stride Learning's RTOs.

Policy

Stride Learning maintains a fair and reasonable refund policy to ensure that refunds are made available to learners entitled to receive them. It is the policy of Stride Learning that all applicable refunds for fees are paid to learners who pay tuition fees directly to Stride Learning and who cancel their enrolment, withdraw from any Stride Learning program or unit or defer or take Leave of Absence.

Stride Learning does not put in place financial nor administrative barriers for any learner wishing to withdraw, regardless of the learner's funding arrangement.

In instances where Stride Learning ceases to offer a course, it will ensure that the impacted learners will receive credit transfer in a replacement course through issuing Statements of Attainment for part of the course successfully completed.

Should a withdrawn learner elect to re-enrol in their previous course or an alternative course at Stride Learning, Stride Learning will only accept the learner's application with clear written permission by the learner and/or parent/guardian in the event of an under 18 years of age learner.

Learners are advised about their rights to withdraw and any refund arrangement through both the Learner Handbook and on the website, through publishing of this Policy & Procedure

Procedure

Applications for course cancellation must be made in writing to Stride Learning's Manager, Customer Engagement- cancellations@stridelearning.com.au.

1. Refund Entitlements

- All enrolments have a 5-day cooling off period (5 days from date of enrolment).
- Cancelling *outside of the 5-day cooling off period but prior to commencement date* of course will result in a cancellation fee of \$200 (or full course fee if enrolment fee is less than \$200).
- Cancelling *within the first 5 calendar days of the course commencing* will result in a cancellation fee of \$200 (or full course fee if enrolment fee is less than \$200).



Learner Withdrawals and Refunds Policy & Procedure

- Any learner cancelling *outside of the first 5 calendar days of course commencement* will result in the learner being held liable for the entire course fee.
- Books and other learning materials must be returned (in original condition) or learner will incur full costs with no refund applicable.
- Course fees are not transferrable to any other individual.
- All course fees will be refunded if Stride Learning cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the learner. Such arrangements may include transfer of enrolment to an alternative course.
- In the unlikely event of Stride Learning ceasing operations, learners will be issued with a Statement of Attainment for all successfully completed units, and will receive a full refund of any incomplete units of competency.

2. Special Circumstances

- Stride Learning will only consider applications for a refund outside of the above entitlements where there are special circumstances. To assist learners with making their application the following definitions and guidelines are to be applied in determining special circumstances:
 - Special circumstances which would make it impracticable for the person to complete the requirements for the unit of study may include:
 - medical circumstances;
 - family circumstances;
 - personal circumstances;
 - employment related circumstances; and/or
 - course related circumstances.
- Special circumstances need to be:
 - beyond a person's control; AND
 - do not make their full impact until on or after the course commencement date in question; AND
 - make it impracticable for a person to complete the requirements for the course.

Review of Decision

- Where Stride Learning makes a decision NOT to refund a learner, that decision may be subject to review.
- If a Learner is not satisfied with the decision made by Stride Learning, the Learner may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
 - be made within 28 days of receipt of the original decision;



Learner Withdrawals and Refunds Policy & Procedure

- use Stride Learning Grievance, Complaints and Appeals process (available on Stride Learning’s website and in the Learner Handbook).
- Stride Learning will review the matter in accordance with its *Grievance, Complaints and Appeals Policy and Procedure*, also available on Stride Learning’s website and in the Learner Handbook.

Related Documents

POLICY AND PROCEDURE Grievances, Complaints and Appeals (Academic & Non-Academic)

POLICY AND PROCEDURE Fair Treatment & Equal Benefits and Opportunities

POLICY AND PROCEDURE Fees & Charges and Refunds

POLICY AND PROCEDURE Recognition of AQF Qualifications

FORM Compliant Lodgement Form

Responsible Officer

The responsible officer for the implementation of this Policy and Procedure is the Head of Quality, Compliance and Products.

Publishing details

Document Name	Learner Withdrawals and Refunds Policy and Procedure
Approved by	Head of Quality, Compliance and Products
Date of Approval	9 th February 2017
Learner Experience Framework Stage	Evolve and Reflect
Learner Experience Framework Step	Withdrawal, Deferment or Suspension including refund of fees.
Version	2
Summary of content (new) or amendments (revised)	Provides clarification of special circumstances for a refund.
Next Review Date	9 th February 2018

