REFUND POLICY & PROCEDURE

OCTOBER 2020 EDITION

QLD Training Association Pty Ltd
trading as iLearn eCollege

ABN: 24 126 427 634

National Provider Number: 32446

PURPOSE

To support iLearn eCollege's commitment to fulfil the Standards for Registered Training Organisations (RTOs) 2015 under Clause 5.3.

SCOPE

The Refund Policy applies to all students enrolled with iLearn eCollege.

POLICY

iLearn eCollege is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. iLearn eCollege encourages all potential students to read and understand the course information before enrolling.

The Refund Policy can be accessed at the bottom of every page of the company website under the heading Refund Policies and Procedures. Please note, all students must declare that they have read and understood the Terms and Conditions and Student Handbook before submitting the online enrolment application form.

All refund requests will be reviewed by the General Manager. Refund applications will be individually assessed and a decision will be made based on the merits of the claim. All refund decisions will be communicated to the student within 20 business days via email. All approved refunds are subject to the non-refundable Administration Fee depending on the course you enrolled into. See the Fee Schedule within the Student Handbook for the Administration Fee per course.

Refunds will be issued in the following circumstances:

- iLearn eCollege is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product).
- A credit that relates to an overpayment.

Refunds shall not be issued in the following circumstances:

- The student changes their mind
- The student has submitted any unit for marking
- The student finds the course too difficult
- The student no longer requires the course
- The student's employment status changes
- The student's personal circumstances changes

- The student's financial position changes
- The student's circumstances change due to family health issues
- The student's access to resources change including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind.
- The student has breached iLearn eCollege's Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension
- The student selects the payment plan option (inclusive of the establishment fee and all instalment payments received)

Course fees may change at any time due to additional services being offered or promotional specials. Students are not entitled to a refund as a result of varying special prices.

Requesting a refund
Step 1: The student is required to complete the *Refund Request Form.* To request this form, simply email rto@ilec.edu.au

Step 2: The student can forward the completed and signed form to rto@ilec.edu.au or by post to:
iLearn eCollege
PO Box 1467
SOUTHPORT BC QLD 4215

Once the Refund Request Form is received by the Student Services Department the following steps will be carried out internally:

Step 1:
The Student Services Department will acknowledge receipt of the Refund Request Form by emailing the student. A file note will be made against the student's account in PowerPro (the student management system) regarding the receipt date of the form.

Step 2:
A copy of the Refund Request Form will be saved into the student's folder on the company server (i.e. Z drive).

Step 3:

Administration will record all details of the refund request in the Refund Register. The following details will be noted;

- the student's full name
- receipt date of the Refund Request Form
- the nature of the refund
- the outcome and/or solution offered by iLearn eCollege
- the student's response to the outcome and/or solution offered

Step 4:
The Student Services Department will print the following document:

- The *Refund Request Form* received by the student

Step 5:
The Refund Request Form will be forwarded to the General Manager for initial review. The General Manager will email the student the refund decision within 20 business days of receiving the *Refund Request Form.*

Step 6:
If a full or partial refund is approved by the General Manager, the student must email through their bank account details to rto@ilec.edu.au

If successful, the student should expect to receive the refund amount within 20 business days from the date that iLearn eCollege receives the student's bank details. Details of the processed refund amount will be recorded in the Refund Register the same day as the refund transaction.