

Payment and Refunds Policy and Procedures

Policy

Sufficient funds to refund all fees paid in advance are to be held in EIM Training's bank account.

EIM Training will obtain a full audit report of its Vocational Education and Training accounts from a qualified independent accountant with membership of Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia when requested to do so by ASQA.

All requests for refunds need to be made in writing and be accompanied by supporting documentation where applicable. Refer to the schedule of Administration Fees for information regarding the current qualification cancellation fee. No refund is available to students who remain enrolled and do not progress. Students have a ten (10) calendar day cooling off period in which all monies will be refunded. After the 10 days, students will not receive a refund for change-of-mind or non-progression.

Funded Qualifications

Certificate 3 Guarantee/Higher Level Skills Program (C3G/HLSP)

For enrolments secured under the Skills Assure supplied VET investment programs C3G/HLSP subsidies, the C3G/HLSP student co-contribution fee is non-refundable.

User Choice

For cancellations prior to training commencement, EIM Training will refund the fees the student paid for the course. If a student cancels the enrolment after commencement of training, EIM Training will refund any payments made for any units not yet commenced.

Procedures

1. Student is issued a Refund Form as per request.
2. Student completes and returns form to Head Office. (hgreception@eim.edu.au)
3. No refund will be actioned without a completed Refund Form approved by Management.
4. Refund calculation to be actioned by Administration, then be approved or rejected by Management.
5. Student to be notified of refund request outcome via email within 14 days of Head Office receiving the completed Refund Form.
6. Administration will add refund request to register, scan request to student folder and refund request folder. Refund request outcome will be added to student's file in student management system.
7. Outlook reminder to be set for week of refund and copied to General Manager, CEO and Finance.
8. Finance to enter refund transaction through MYOB.
9. Student refund to be processed within 60 days.

To be noted:

1. Sufficient funds to refund all fees paid in advance are to be held in EIM Training's bank account.
2. The enrolment fee is a non-refundable fee.
3. In the event that a Student cancels or withdraws ten (10) or more days prior to commencement, all fees paid in advance will be refunded minus the enrolment fee and cancellation fee.
4. Deferment of training can be negotiated.
5. Should EIM Training cancel the training, Students are entitled to a full refund (or pro-rata adjusted refund) or to transfer to future training. In this event Students will be given their preferred option.

6. The fee per Unit of Competency includes two (2) reassessment opportunities. Any additional assessment opportunities required will incur a \$30 fee.
7. Verified financial projections and reports are to be made available to ASQA on request.

Supporting Documents

- EIM Refund Register
- EDBO1 Schedule of Administration Fees
- EDF19 Student Refund Request Form

References

Standards for Registered Training Organisations (RTO's) 2015

Clause 7.3 – Protecting pre-paid fees by students

(October 2019, Version 2.2, ASQA's User Guide to the Standards)