

1. Purpose

National Food Institute is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, National Food Institute is required to have and provide detail of a fair and reasonable refund process.

This policy operates in addition to a student's rights under Australian Consumer Law (ACL).

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

National Food Institute is committed to ensuring fair and reasonable refund practices.

National Food Institute will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

3. Policy Principles

The following principles underpin this policy.

- a) Details of the National Food Institute Refund Policy are to be publicly available and provided to all students prior to enrolment, as part of the enrolment terms and conditions.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, National Food Institute will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a client has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) National Food Institute does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) National Food Institute provides a full refund to all clients, should there be a need for National Food Institute to cancel a course. In the first instance National Food Institute will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If National Food Institute cancels a course, clients do not have to apply for a refund, National Food Institute will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

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3.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by National Food Institute	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by National Food Institute		100% of the course fee (paid by the client)

- A fee equal to 25% of the full course fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment, except where special consideration is granted.
- Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.
- Requests for refunds outside of the standard notification period may be considered on a case-by-case basis in instances of extenuating circumstances, such as serious illness or hardship, and may require supporting documentation.

3.2 Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the client Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/	Full Unit fee paid by the client is Refunded

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Fee Type	Description	Fee \$\$
	completed from within the qualification /Accredited course	

4. National Food Institute Responsibilities

The Quality and Compliance Manager National Food Institute is responsible for ensuring compliance with this policy.

National Food Institute will process refund requests within one (1) week of receiving a completed refund application form and all supporting documentation.

5. Access & Equity

The National Food Institute Access & Equity Policy applies. (See Access & Equity Policy)

If a student is dissatisfied with the outcome of a refund application, they may lodge a complaint or appeal the decision in accordance with the National Food Institute’s Complaints and Appeals Policy.

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

All Refund practices are monitored by the Quality and Compliance Manager and CEO National Food Institute and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

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