

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.

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 National Food Institute Refund Policy are to be publicly available.
- b) Payment of all refunds are made within 28 days of approval.
- 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.

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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 fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- 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.

3.2 Qualifications / Accredited Courses

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

Fee Type	Description	Fee \$\$
Client withdraws	In writing prior to the course commencement or up to 15 days after course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, 16 days or more after 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)

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4. National Food Institute Responsibilities

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

The Accountant of National Food Institute will process refund requests within 28 days from the day of approval.

5. Access & Equity

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

6. Special Circumstances

If a client withdraws later than 16 days after course commencement due to unavoidable circumstances they may apply for special consideration.

7. Records Management

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

8. 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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