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A flexible & innovative approach to industry training & development

FEE REFUND POLICY

PURPOSE:	To provide a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.
SCOPE:	IIFP has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of IIFP.
RESPONSIBILITIES:	CEO, Trainers/Assessors, Administration officers
REFERENCES:	National Vet Regulations SRTO 2015
RECORDS AND FORMS:	
Documents Folder	Application form – IIFP0313Bv... Refund P & P. IIFP0310v...

ACTION / METHOD:

1. Institute Initiated Refunds

Where a refund results from circumstances caused by IIFP (eg cancelled class/course prior to start) a 100% refund of the IIFP Deposit, Course and Incidental Fees paid shall apply. No administrative fee for the provision of this refund will apply.

2. Learner Initiated Refunds

All courses other than Fee for Service

Note: An administrative fee of \$50.00 per refund will apply for the provision of a learner initiated fee refund.

A full refund for unused incidental fees less the administrative fee which is included in the Non-refundable portion of the Enrolment Deposit will apply where a learner withdraws before delivery commences, No refund will apply for the enrolment deposit portion once the enrolment form has been signed by the paying client.

The commitment to undertake the course has set in motion planning, administrative processes, RPL reviews, induction and preparing of materials. If a special "personal circumstance" is determined a partial refund may apply for course fees paid in advance for those units not yet commenced. This will be solely at the discretion of the CEO.

If this is approved then the date of withdrawal shall be the date that the Institute receives the refund application.

"Personal circumstances" beyond the learner's control include:

- Sickness (verified by a medical certificate);
- Change of employment hours or location (verified by employer);
- Other valid reasons at the discretion of the CEO.

3. Learner Initiated Refunds –Fee for Service

There will be no entitlement to a refund of fees for Fee for Service Courses except in line with points below and at the discretion of the CEO.

All prices subject to change. Quoted prices are effective for 30 days of the written quote.

The above policy will be strictly adhered to.

IIFP Determinations

Training or assessment delivery is deemed to have commenced from the date of the first official class or Trainer / Assessor visit for the nominated subject/program as shown in the subject timetable enrolment or VITA agreement.

Training Workshops, Seminars and Accredited Courses

1. All IIFP courses identify a **Non-refundable** enrolment deposit which is identified prior to acceptance of an enrolment.
2. Full qualifications are excluded from the following condition where an alternate procedure is followed and will only affect current active course components and registrations.
3. Short course/workshop registration may be cancelled up to five (5) working days prior to the workshop and receive a full refund, excluding any pre identified Non refundable component. All cancellations must be notified in writing.
4. Registrations cancelled less than five (5) working days prior to the workshop or seminar will be charged 50% of the fee.
5. Failure to notify of non-attendance will result in the full fee being charged.
6. You may substitute another participant (as appropriate for skill level or suitability) **in a short course/workshop** at any time prior to the commencement, should the nominated person be unable to attend.
7. Independent Institute of Food Processing-IIFP endeavours to run every workshop or seminar. However, we also reserve the right to cancel or postpone a workshop or seminar to an alternative date. All registered participants affected by such a cancellation will receive a refund or be offered the opportunity to transfer to the next available workshop or seminar.
8. Withdrawal or termination of an accredited certificate course must be notified in writing. A refund will be issued (excluding an administration fee and issued materials fee) for any incomplete units of the specific certificate course as of the date of cancellation. A refund will also apply where additional charges have been invoiced and paid for off-job attendance or additional materials have been paid for in advance for an upcoming off-job workshop which is cancelled by IIFP.
9. A participant can be transferred once to another date for a workshop or seminar, free of charge, before a cost is incurred. Second and consequent transfers will incur the workshop/seminar fee.

PUBLICATIONS

1. All prices subject to change.
2. Publications are available for perusal from Independent Institute of Food Processing-IIFP prior to purchase.
3. No returns are accepted and no refunds are given for publications purchased or issued.

IIFP reserves the right to withhold granting the Award attained by the learner, if learner tuition fees remain outstanding.

Application for refund form- (IIFP0310v...)

If a learner wishes to withdraw their course enrolment, they are required to complete a **IIFP Application for a refund form** and forward it to The Administration manager. The application will be processed within 28 days of the application being received.

- The application should arrive at **IIFP** prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the IIFP is unable to offer the course, the refund will be at 100%, processed within 14 days.

Provider default.

In the unlikely event that IIFP is unable to deliver your course in full, the learner will be offered a refund of all course monies you have paid to date or alternately, IIFP will offer the opportunity of studying in an alternative course at no extra cost to the learner. **Learners may choose preferred option.**

Learners will be required to sign an agreement outlining preferred options co-signed by the Chief Executive Officer.

Should learners choose the refund option, the refund will be paid **with 14 days of the day** on which the course ceased being provided.

4. Learner rights

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the learner to take action under Australia’s consumer protection laws.”

Agreeing to the Refund policy does not remove the right of the learner to take further action under Australia’s consumer protection laws or to pursue other legal remedies. **Please see IIFP’s Complaints / Appeals Policy.**

The processes in the IIFP Complaints/ Appeals policy do not circumscribe the learner’s right to pursue other legal remedies.

When giving a learner a refund IIFP will provide a written statement that explains how the amount has been worked out.

5. Protection of fees paid

All monies received are placed in a **separate holding account** and are separately accounted for until the course commences. A relevant proportion of the fees for the course will remain in that account until the course is completed to ensure pro-rata refunds are available for eligible learners.

6. Recipient of refund

The refund will be paid no later than 28 days after the application is lodged with IIFP.

IIFP will **pay the refund to the person who enters into the enrolment of contract** with the Registered Training Provider, unless the person gives a written direction to IIFP to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the **same currency in which the fees were paid** unless this is impractical.

The refund will be paid no later than 28 days after the application is lodged with Independent Institute - IIFP.

8. Provision of refund information to learners

The refund policy will be given to learners in their handbook prior to enrolment (signing of contract) and made accessible on the IIFP website. It will also be explained at induction and orientation so that it is clearly understood by overseas learners.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the learner handbook)

9. Grounds for deferment

IIFP may grant deferral of commencement of studies or suspension of studies for learners who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These include but are not limited to:

- serious illness or injury, where a medical certificate states that the learner was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner’s studies; or
- A traumatic experience which could include:
- involvement in, or witnessing of a serious accident; or

- witnessing or being the victim of a serious crime, and this has impacted on the learner (these cases should be supported by police or psychologists' reports)
- where IIFP was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a learner visa
- learner failure to meet unit prerequisites,
- unavailability of units/subjects,
- non-payment of fees
- learner behaviour

The learner will need to complete the application for deferral form and send to the Chief Executive Officer for consideration.

APPROVAL, REVIEW & VALIDATION

This policy was last reviewed by the CEO and Team members in February 2018.

This policy has been approved by Independent Institute (IIFP).

Stephan Knoll

Chief Executive Officer