

Title:

COURSE FEE REFUND AND CANCELLATION POLICY

Purpose

The policy describes Energy Skills Solutions (ESS) approach to course fee refunds, cancellations, and non-payment of course fees.

Scope

The policy applies to all courses delivered by ESS. The refund of fees only applies to courses where the fee has been paid before the course commenced.

Outcomes

The intended outcomes of this policy are to:

- ensure ESS complies with the relevant legislation, policies, and standards.
- ensure consistent application of the policy.
- provide transparency in relation to fee refunds for course cancellations and non-attendance.

Definitions

Client – means the employer of the student or the student.

Legislation

The following requirements are used as the basis for the policy.

- [VET Fee and Charges Policy 2017](#)
- [Standards for Registered Training Organisations 2015](#)

Policy

When a client accepts a place on an ESS course and pays the fee, it means that a binding contract is created between the client and ESS.

Notification of cancellation or withdrawal from a course must be made in writing to ESS.

Course fee paid in advance

Where a fee is paid in advance, ESS will comply with the Requirements for Fee Protection included in Schedule 6 of the Standards for RTOs 2015.

Course cancellation or non-attendance

The fee for cancellation or non-attendance on a course is shown in the table.

Notice provided	Fee	
	Individual client (% course fee)	Corporate client (% course fee)
More than 10 full working days	No fee	No fee
5 – 10 full working days	No fee	50
Less than 5 full working days	50	100
No notification/non-attendance	100	100

*Full working days are Monday to Friday

ESS may at its discretion waive or reduce the fee. The following guidelines are used when deciding if the fee can be waived or reduced.

- What value is the relationship and how important is it to maintain the relationship?
- What is the track record of the client in giving notice of cancellation?
- What direct costs have been incurred by ESS?
- What is the cost of lost business opportunities to ESS?
- What other impact will the cancellation have on ESS? (Changes to schedules, other clients, etc.)
- Are the circumstances/reasons given by the client for the cancellation avoidable?

Course cancellation by ESS

ESS reserves the right to cancel any course if insufficient registrations are received. Should this occur, those who are registered for the course will be notified and their course fee refunded in full.

ESS will not be held liable for any claims arising from a cancelled course.

Course withdrawal

Clients who withdraw from the course after it has commenced are not entitled to a fee refund.

However, if the client can demonstrate that extenuating or significant personal circumstance led to the withdrawal, then ESS can:

- refund all or part of the course fee if the fee was paid in advance; or
- waive all or part of the course fee if the fee is being paid on completion of the course; or
- offer the client the opportunity to transfer to another course.

Transfer to another course

There is no fee for a client to transfer to another course with ESS.

Refund request and payment

Requests for a fee refund must be submitted using the Refund Request Form. Where refunds are approved, the refund payment will be paid to the client within 15 working days from the time the Refund Request Form was received.

Refunds will be paid via electronic funds transfer using the authorised bank account nominated by the client on the Refund Request Form.

Fee adjustment

ESS reviews and adjusts its course fees annually. Changes to fees will be fairly and equitably applied, widely communicated, and clearly indicate the date from which the change will be effective.

Non-payment

Payment terms for fees are strictly 7-days unless a formal agreement exists between ESS and the client. The table below outlines the process for non-payment of fees.

Non-payment	Action
More than 14 days	1 st payment reminder letter
More than 21 days	2 nd payment reminder letter
More than 28 days	Final payment demand letter ESS will contact the client to discuss non-payment
More than 35 days	Recovery of fee/charges via ESS debt recovery agency

Responsibilities

ESS management is responsible for:

- implementing the policy
- monitoring compliance with the policy
- addressing any non-compliance to the policy
- reviewing the policy and changes to the policy
- complying with the policy

ESS staff are responsible for:

- identifying changes to the policy
- complying with the policy

All inquiries and issues related to the policy are to be directed to ESS.

Document Management

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Document version history

Version	Date	Amendment
3.0	3/10/2017	Included reference to VET Fees and Charges Policy 2017. Amended table on cancellation fees and refunds. Amended table of non-payment of fees and charges process

Related/referenced documents

Document title
VET Fee and Charges Policy 2017
Standards for Registered Training Organisations 2015

NEXT REVIEW DATE:

1st APRIL 2026

APPROVED BY:



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(Signature of approving officer)

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