



Refund Policy - Domestic Students

Face to Face Courses Only

1. Purpose

Bedford College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Bedford College 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 and to domestic students. (For international students refer to Refund Policy – International Students). For Flexible/Online course students refer to the Student Information Handbook – Flexible/Online Learning courses)

2. Policy Statement

Bedford College is committed to ensuring fair and reasonable refund practices.

Bedford College 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 Refund Procedure

The following principles underpin this policy:

- a) Details of Bedford College Refund Policy are to be publicly available.
- b) Payment of all refunds are made within two weeks (14 days) of application for refund
- c) With regard to all withdrawals, prior to processing refund applications, Bedford College will firstly encourage the client to:
 - a. continue with their enrolment by providing the client with additional learning support *or*
 - b. defer the course to a later date
- d) Written notification of withdrawal from a course must be provided by a client to apply for a refund of a course. This may be via letter or email
- e) The client must complete the withdrawal/deferral/ amendment form and submit to the College along with the refund request form
- f) There is no refund applicable where a client has commenced their course/unit of study and the census date has passed
- g) There is no refund applicable for textbooks/uniforms/consumables/ locker hire etc.
- h) There is no refund to participants who do not obtain their qualification after assessment
- i) Bedford College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client
- j) Bedford College provides a full refund to all clients, should there be a need for Bedford College to cancel a course. In the first instance Bedford College will (where possible) provide an opportunity for the client to attend another scheduled course
- k) If Bedford College cancels a course, clients do not have to apply for a refund, Bedford College will process the refunds automatically
- l) Refunds for cancellation of enrolments are granted based on the information in 3.1 below.

3.1 Refund of Tuition Fees

Clients wishing to withdraw from a course/unit of study prior to completion MUST submit a signed Course Withdrawal/Deferral/Amendment Form to the Registrar, Bedford College.

(Please note: The date on which a Client is deemed to have withdrawn from the course/unit of study, is the date that the Client's Withdrawal/Deferral/Amendment Form is received by the College).

Refunds for enrolments in Vet Student Loan eligible courses will be calculated in accordance with the applicable option below.

If a Client withdraws from the course for any reason before the Administration Date ** (the last day to withdraw from the course without penalty)

- Bedford will refund to the Client all tuition fees paid in advance for education services that the Client has not yet received; *or*
- No VET Student Loan debt for the course/unit will be incurred.

If a Client withdraws from the course after the Administration Date but on or before the Census Date ****

- If a Client withdraws or cancels enrolment from a course after the **Administration Date (normally at the end of week one in the term) but on or before the **Census Date, a \$1000 Course Cancellation Fee will be retained by or due to the College. Any remaining tuition fees paid in advance will be refunded.

If a Client withdraws or cancels enrolment after the Census Date

- If the Client withdraws from the unit of study after the census date, the full amount of the tuition fee for the unit of study will be retained by or due to the College; OR the Client will incur the VET Student Loan debt for the full tuition amount.
- A Client who withdraws after the census date for a unit of study may apply for special consideration in line with the *Client Review Procedures for Re-crediting a FEE-HELP Balance*.

Refund where the College fails to provide a unit of study

- If a unit of study is not available, Clients will be entitled to a full refund or have the tuition fee for that unit of study remains in credit for future use.
- Bedford College will refund all tuition fees paid for a unit of study which the College (i) fails to provide, or (ii) fails to commence on the agreed starting day (or a later day agreed between the College and the Client), or (iii) stops providing before it is completed.

**** Please Note:**

The Administration and Census Dates for each course and unit of study are noted on the 'Schedule of VET Student Loan Tuition Fees and Census Dates' which can be found on the Bedford College website [Tuition Fees and Census Dates](#)

3.2 Refund of Textbooks etc.

No refund is available for textbooks/uniforms/consumables etc.

3.3 Refund for First Aid Course

If a client withdraws from a course prior to the first aid course being provided, a full refund of the first aid course cost will apply. (Early Childhood Education and Care clients only)

3.4 Short Courses & Skill Sets

Refunds for enrolments in non-Vet Student Loan eligible 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 (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Course cancelled by Bedford College		100% of the course fee (paid by the client)

- a) 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.
- b) 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.

4 Bedford College Responsibilities

The Principal Bedford College is responsible for ensuring compliance with this policy.

The Registrar of Bedford College will process refund requests within two weeks from the day of receipt of Refund Request Form. (See Refunds Procedures).

5 Access & Equity

The Bedford College Access & Equity Policy applies. (See Access & Equity 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 Principal Bedford College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)