

Refund Policy and Procedure



1. Purpose

VEG Education is committed to the fair and transparent management of fees, including refunds, in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Consumer Law. This policy sets out the framework for the handling of client refunds in a manner that is student-centred, legally compliant, and consistent with good financial practice.

2. Policy Statement

VEG Education provides fair, transparent, and timely processes for the refund of fees paid by students and clients.

Details of the Refund Policy are publicly available, and students are informed about refund conditions prior to enrolment, in accordance with the 2025 RTO Standards and the Australian Consumer Law.

A statutory cooling-off period applies, during which students may cancel their enrolment and receive a full refund of fees paid.

3. Policy Principles

a) Public Access and Communication

The Refund Policy is publicly accessible via the VEG Education website and enrolment documentation.

All students and clients are informed of their rights and obligations regarding refunds prior to enrolment.

b) Process and Timeliness

Refund requests must be submitted in writing (letter, email, or refund form).

All refunds are processed within 14 calendar days (or as per legislative requirement) of receipt of the refund request.

Students are encouraged to transfer to another course date before applying for a cash refund.

c) Cooling-off Period (Statutory Requirement)

Students cancelling their enrolment within ten (10) business days of signing up are entitled to a full refund of all fees paid, in line with the statutory cooling-off period.

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After the cooling-off period, refund entitlements are determined by this policy.

d) Refund Conditions

- Full refund if VEG Education cancels a course before commencement; students do not need to apply, refunds are processed automatically.
- Full refund for student withdrawals received in writing at least eight (8) calendar days prior to course commencement.
- 75% refund for withdrawals received within seven (7) calendar days prior to course commencement.
- Nil refund for withdrawals less than 24 hours prior to commencement or after course/unit has commenced.
- No refund will be provided where a student has commenced a course/unit, or for services already supplied (e.g., recognition of prior learning assessment after delivery of materials/resources).
- Administrative fees may apply for cancellations in accordance with published schedules.
- Exception may be made at the CEO's or RTO Manager's discretion where extenuating circumstances can be demonstrated.
- Full refund is provided if the RTO ceases to operate or cannot fulfil the service agreement.

e) Refunds for Qualifications and Accredited Courses

Enrolment cancellation fee charged for administrative processing as published (e.g., \$150 per qualification).

Full unit fee refunded for units not commenced or attended.

No refund for units commenced or attended.

f) Protection of Prepaid Fees

VEG Education applies measures to protect prepaid student fees consistent with RTO 2025 compliance requirements.

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

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Client withdrawn from the course by VEG Education	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by VEG Education		100% of the course fee (paid by the client)

Refunds for enrolments are subject to the above 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/completed from within the qualification /Accredited course	Full Unit fee paid by the client is Refunded

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

4. Responsibilities

The CEO is responsible for overall policy compliance and discretionary decisions.

The RTO Administrator is responsible for processing refund requests and ensuring timely payment.

5. Access and Equity

The Access & Equity Policy applies to all refund applications, ensuring fair consideration for all students.

6. Records Management

All documentation related to refund processes is maintained according to the Records Management Policy.

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7. Monitoring and Continuous Improvement

Refund practices are regularly monitored by the CEO and reviewed as part of the Continuous Improvement Policy to ensure ongoing compliance, fairness, and responsiveness.

Refunds Procedure		
STEP 1 – Lodgement of Refund by Client		
No.	Who	Actions
1.1	Client	a) Client completes “ Refund Request Form ”, notifying their request for a refund of fees paid.
		a) Review the refund application and ensure that the Client is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check client records to identify how the money was originally paid (i.e. cash, cheque, company or credit card). <ul style="list-style-type: none"> i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete “ Refund Request Form ”. e) Provide completed “ Refund Request Form ” to CEO for Approval. f) Go to Step 3.
STEP 2 – Refund of fees – Due to Course Cancellation		
No.	Who	Actions
2.1	Admin	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (ie cash, cheque, company or credit card). <ul style="list-style-type: none"> i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a “ Refund Request Form ” for each client eligible for a refund. e) Provide completed “ Refund Request Form ” to CEO for Approval.

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STEP 3 – Management approval for Refund		
No.	Who	Actions
3.1	CEO	a) Review refund and note approval/modification/decline on “ Refund Request Form ”. b) Return Completed “ Refund Request Form ” to Admin for processing.
STEP 4 – Finalise Refund Request		
No.	Who	Actions
4.1	CEO	a) If a refund is approved: <ol style="list-style-type: none"> i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the “Refund Request Form”. iv. Take a copy of completed “Refund Request Form” for client file. v. Send original “Refund Request Form” to finance for processing. vi. File all documentation on client file. b) If a refund is declined : <ol style="list-style-type: none"> i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the “Refund Request Form”. iv. File original completed “Refund Request Form” and all documentation on the client file.
STEP 5 – Processing the Refund		
No.	Who	Actions
5.1	Finance	a) Upon receipt of completed “ Refund Request Form ” process and make refund to the client. Noting the method of refund. b) Update finance system (XERO) c) File documentation accordingly, in Refunds File .