

## REFUND APPLICATION FORM

### OVERVIEW

#### *Purpose*

The policy:

- outlines specific RTO compliance requirements related to Sero Institute fees and refunds

#### Who the Policy Applies to

The policy applies to Sero Institute students, participants and relevant external stakeholders.

#### Sero Institute Fees and Refunds Policy

Sero Institute ensures that fees and refunds are collected and administered in accordance with relevant legislation, VET Quality Framework standards and State training funding requirements.

Sero Institute provides accredited training for Students enrolled into a qualification or non-accredited qualification.

### PROCEDURES

#### *Fees*

Sero Institute provides government subsidised and fee-for-service program places. (Please see Schedule of Sero Institute Fees for further details.) Fees associated with these programs are paid for by Sero Institute.

Sero Institute student fees for participants undertaking subsidised training are based on State Government funding/fee guidelines as applicable.

Note: Participants undertaking training which is subsidised by State or Federal Government funding arrangements will be informed of the impact it may have on receiving future training funding/incentives.

Sero Institute notifies relevant Sero Institute student and stakeholders of relevant fees and fee changes as necessary. Fees are paid for in accordance with agreed processes and this payment process is reviewed by Sero Institute as necessary.

Participants are informed of other relevant fees (e.g., Reissue Certificate/Statement of Attainment) through the Schedule of Sero Institute Fees.

## Credits

Pre-payments and fees transferred from one program to another will be credited.

## Refunds

A refund of all or part of the Student Fee may be given in the following circumstances:

- A program has been cancelled by the RTO
- The Student Fee has been overpaid
- The participant does not commence a Program or Unit of Competency and formally withdraws
- The participant formally withdraws from a Program or Unit of Competency (after participating in a learning activity)
- Extended hospitalisation or illness (2 weeks minimum) supported by a medical certificate and resulting in extended absence from workshops/training.

The Sero Institute Manager will review each situation as it arises and determine a suitable outcome with the Sero Institute CEO.

Approved refunds are paid directly to the payee's nominated bank account.

Please refer to the Refund Policy and Procedure published in our website.

Return this document to: Sero Learning Institute

P.O. Box 2547

Southport BC, QLD, 4215

Or scan and email to: [info@sero.edu.au](mailto:info@sero.edu.au)

**PERSONAL DETAILS**

Given Name:	Surname:
Date of Birth:	
Address:	State:
Suburb/Town:	Postcode:
Home Phone:	Mobile:

**COURSE DETAILS**

Course name
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**STUDENT SIGNATURE**

Signature: \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY**

Date Received:
Approved by:
Date Processed:



**Policies Control**

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