



REFUND POLICY AND PROCEDURE – DOMESTIC FUNDED

Regulations and standards	<p>SAS Performance Standard 1C Certificate 3 Guarantee Program Policy 2021 - 2024 Higher Level Skills Program Policy 2021 - 2024 User Choice Policy 2021 - 2024 Skills Assure Supplier Audit Evidence Requirements (VET Investment Programs 2023/24) Skills Assure Supplier Audit Evidence Requirements (User Choice 2023/24)</p>
Policy	<p>This policy applies to Certificate 3 Guarantee, Higher Level Skills and User Choice funded domestic students.</p> <p>If a student cancels or withdraws from their course prior to the completion of the course, they are eligible for a refund of the student contribution fee charged for any units they have not commenced at the time of the cancellation of enrolment. This is calculated by totalling all the unit student contribution fees for any non-commenced units.</p> <p>To receive the refund, students are required to complete a refund application form, which is located on the website (www.imagineeducation.edu.au).</p> <p>User Choice only: Where a student contribution fee has been charged and collected, students are eligible for a proportionate refund for each individual unit of competency where participation in training has been undertaken but the apprentice / trainee has withdrawn from the unit of competency.</p> <p>Imagine Education does not charge any additional fees to employers/industry beyond the participation and government contributions.</p>
Procedure	<pre> graph LR A[CO processes withdrawal and saves the completed Course Withdrawal Form or email notification into the Students folder and email SPO] --> B[SPO receives the form and emails student to advise on values eligible for refund and attaches a Refund Application Form.] B --> C[Student returns the completed Refund Application Form to SPO and SPO actions the refund.] </pre>
Supporting documentation	<ul style="list-style-type: none"> • Course Withdrawal Form • Refund Application Form
Key	<p>SPO – Student Payments Officer CO – Compliance Officer</p>
Reviewed	<p>Annually</p>
Version	<p>1.5 (29/04/2024)</p>
Locations	<p>IE Portal, Domestic website</p>