

## Refund Policy

### Scope

Vostro Institute of Training Australia's (Vostro) Refund Policy applies to all new and re-enrolling learners unless otherwise stated.

### Definitions

#### *Vostro Default*

Vostro default occurs when;

- a) the course does not begin on the agreed commencement date; or
- b) the course ceases to be provided at any time after it commences but before it is completed; or
- c) the course is not provided in full to a learner because a sanction has been imposed on Vostro.

#### *Learner*

An individual enrolled to study with Vostro, either directly or by an employer.

#### *Employer*

The company employing the learner, which has made the enrolment on the learner's behalf and assumed responsibility for any applicable course fees.

#### *Learner/Employer Default*

Learner/Employer Default occurs when Vostro refuses to provide or continue providing a course to a Learner due to:

- a) a Learner not commencing a course on the agreed start date;
- b) a Learner/Employer canceling the learners enrolment in a course (this includes an abandonment of the course before its completion);
- c) a Learner/Employer failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course;
- d) misbehaviour by a Learner.

### Applying for a Refund

All requests for refunds should be submitted in writing using Vostro's official *Refund Application Form*. This form is available upon request from Vostro administration staff or can be downloaded from our website. The completed form should be returned to Vostro for processing either in person or by mail.

### Approval and Payment of Refunds

All requests will be reviewed within 28 days and either approved or denied for payment. The individual applying for the refund will be notified of the outcome of their refund application within this timeframe.

Refund applications approved for payment will be processed electronically in line to the account nominated on the Refund Application Form completed by the Learner or Employer (whichever took responsibility for the payment of fees upon enrolment). In the case of an employer, where fees remain outstanding for other learners, a credit note may be issued instead of a refund and offset against outstanding fees

### Complaints and Appeals

Refund applicants dissatisfied with Vostro's decision in relation to their refund request may choose to lodge an appeal under the company's Complaints and Appeals Policy. This policy is available upon request from Vostro administration staff or can be downloaded from our website.

## Refund Rates

The following refund rates apply to short courses offered by Vostro:

<b>Short Course's (Non-Accredited)</b>	
<b>Refund Type</b>	<b>Refund Payable</b>
Vostro Default – Course cancelled by Vostro or rescheduled to an unsuitable date/time	Full refund of all fees paid to date OR Placement in an alternative course with Vostro or another provider. If the Student chooses placement in an alternative course, the Learner/ Employer must sign a document to indicate their agreement to the placement.
Withdrawal – Up to 2 weeks prior to course commencement	Full refund of all fees paid to date
Withdrawal – Less than 2 weeks prior to course commencement or after commencement	No fees paid to date will be refunded

<b>Nationally Accredited Qualification's</b>	
<b>Refund Type</b>	<b>Refund Payable</b>
Vostro Default – Course cancelled by Vostro or rescheduled to an unsuitable date/time	Full refund of all fees paid to date OR Placement in an alternative course with Vostro or another provider. If the Student chooses placement in an alternative course, the Learner/ Employer must sign a document to indicate their agreement to the placement.
Withdrawal – Prior to course commencement	Full refund of all fees paid to date
Withdrawal – Up to one (1) month after course commencement	Full refund of all fees paid to date
Withdrawal – Between one (1) and three (3) months after course commencement	50% refund of all fees paid to date
Withdrawal – Over three (3) months after course commencement	No fees paid to date will be refunded

## Related Policies, Procedures & Forms

Refund Application Form

Complaints & Appeals Policy

Complaints & Appeals Form