

# Transfers, Cancellations and Refund Policy

## 1. Purpose

This policy applies to all types of enrolments, regardless of delivery mode or funding source. This includes, but is not limited to:

- Pre-apprenticeship, apprenticeship, post-trade, and short courses
- Government-funded programs (e.g. Smart and Skilled, Skills First, User Choice)
- Fee-for-service (FFS) training

The policy ensures consistent practices in line with:

- Relevant state-based government training contracts
- Applicable regulatory standards and consumer protection obligations

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## 2. Scope

This policy covers various aspects related to enrolment changes and financial transactions, including learner-initiated cancellations and withdrawals, as well as provider-initiated course cancellations. It outlines the eligibility criteria for refunds, the methods used to calculate refund amounts, and any applicable exceptions. Additionally, the policy details processes for learner transfers, deferments, and substitutions. It also includes provisions for the use of voucher systems, covering their issuance, redemption, expiry, and conditions of use.

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## 3. Standards Referenced

### Standards for RTOs 2025:

#### Outcome Standards 2025

- Standard 2.1 -
  - (iii) all fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies; and
  - (iv) any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements.

#### Compliance Standards 2025

- Part 2 - Division 3 - Standard 18 – Prepaid fee protection measures

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## 4. Policy Statement

At PICAC, we believe in being fair, transparent and upfront with our learners. When it comes to refunds and cancellations, we are committed to ensuring everyone knows their rights and what to expect. We will always:

- Provide clear and accurate information about refund and cancellation rules before you enrol.
- Honour our obligations under government contracts, regulatory standards, and consumer protection laws.
- Apply the refund rules fairly and consistently to all learners, no matter the course or funding type.
- Make it as easy as possible for you to request a refund, transfer, deferral, or substitution.
- Ensure that if a course is cancelled by PICAC, you won't be left out of pocket.
- Treat each case with care and take your individual circumstances into account where appropriate.

Our goal is to make sure learners feel confident and supported every step of the way.

## 5. Course Cancellation by PICAC

PICAC reserves the right to cancel any course due to insufficient enrolment or unforeseen circumstances. In such cases, learners will be offered:

- The option to transfer to a future equivalent course or
- A full refund of all paid fees.

## 6. Fee-for-Service (FFS) Courses

### 6.1 Learner-Initiated Cancellation

Notice Period Before Course Start	Refund
More than 10 days	Full refund of all fees
4 – 9 days	50% refund of fees
Within 4 days	No refund
After commencement of course	No refund

### 6.2 Transfers and Substitutions

- **Transfer:** Within 4 days of course start, learners may transfer enrolment to the next available course of the same type.
- **Replacement:** Learners may request a replacement in writing before course commencement and on approval on the Operations Manager.

### 6.3 Deferment

- Approved on a case-by-case basis by the Administration/Operations Manager.
- A pro-rata credit is applied for future course attendance.
- Credits are non-transferable and non-refundable.

### 6.4 Attendance and Withdrawal Conditions

- Learners who are absent from two consecutive post-trade or scheduled training sessions without notification may be withdrawn from the course.
- Refund or deferment entitlements vary depending on the course type and funding arrangement:
  - Short courses (FFS or subsidised): No refund or transfer is available once training has commenced.
  - Full qualifications (subsidised): Withdrawal may impact funding eligibility. No deferment or refund applies unless extenuating circumstances are approved.
  - Apprenticeships/traineeships: Continued non-attendance without valid reason may be reported to the employer and relevant apprenticeship authority and could affect contract continuation.

Learners are encouraged to notify PICAC of any absences as early as possible to avoid unintended withdrawal or funding implications.

## 7. Government-Subsidised Courses

### 7.1 Learner-Initiated Cancellation

Notice Period	Refund	Admin Fee
>10 days before course start	Full refund	\$75
≤10 days before course start	Tuition fees only (no refund on materials)	\$75
Within 28 days of starting	Pro-rata tuition refund (min. \$2/hour withheld)	\$75
After 28 days	No refund	

- Tools must be unused/unopened to be refunded.
- Operations Manager may vary the grant refunds criteria.

## 7.2 Deferment and Substitution

- **Substitution:** Not permitted under government-funded contracts.
- **Deferment:** May be approved by the Operations Manager or Administration Manager in exceptional circumstances, such as serious illness, personal hardship, or bereavement. Supporting documentation is required, and each case is assessed individually.

## 8. Supporting Processes

Process Name	Purpose
Refunds and Cancellations	To ensure learners understand and can access refund and cancellation options.

## 9. Supporting Documents

Document ID	Name
Cancellation or substitution or withdrawal Form	Learner Cancellation/Substitution/Withdrawal Form
Fee and Charges Policy	Pre-Paid fee Policy
Complaints and Appeal Form	Complaints forms
Enrolment Processes	Processes and Flowcharts

## 10. Version Control

Version	Date	Changes
1.0	27/10/2017	Initial release
1.1	26/09/2018	Reviewed; minor updates
2.0	21/05/2024	Reviewed for current funding and compliance alignment
2.1	02/05/2025	Revised for compliance with SRTOs 2025; restructured and clarified provisions
2.2	01/09/2025	The logo has been updated to include PICAC, STC, CEPUTEC, and FIT.