

## **WRCC Refund Policy**

Policy Number: 2.3	Approved by the Board
ASQA: 1.2. RTO: 1252	Date: 07/05/2021 Review: July 2027

## **WRCC Refunds Policy**

### **1. Purpose**

This policy outlines the conditions under which refunds may be issued for course fees, ensuring transparency, fairness, and compliance with the Standards for RTOs 2025, particularly those relating to learner protection, financial transparency, and complaints and appeals.

### **2. Policy Statement**

WRCC is committed to providing clear and fair refund arrangements for all learners. Refunds will be processed following this policy and the associated Student Fees Policy (Policy 2.4).

### **3. Refund Conditions**

#### **3.1 Course Cancellation by WRCC**

- If WRCC cancels a course, all fees paid will be fully refunded within 14 days of the cancellation.

#### **3.2 Student Withdrawal**

- If a student withdraws 7 or more days before the course start date:
  - A refund will be issued minus a \$25 administration fee.
- If a student withdraws less than 7 days before the course start date:
  - No refund will be issued, as funds are committed to course delivery.

#### **3.3 Exceptional Circumstances**

- Refunds or Credits may be considered outside the standard terms in compassionate or compelling circumstances (e.g., serious illness, family emergency).
- Requests must be supported by documentary evidence and are subject to approval by the Executive Officer.

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### **3.4 Non-Refundable Items**

- WRCC is not responsible for any personal outlays made by students (e.g., books, materials, travel).
- Refunds do not apply to third-party costs not paid directly to WRCC.

### **4. Refund Process**

- Refund requests must be submitted in writing to:  
[enrolments@wrcc.nsw.edu.au](mailto:enrolments@wrcc.nsw.edu.au)
- Requests must include:
  - Student name and contact details
  - Course name and start date
  - Reason for withdrawal
- Approved refunds will be processed within 14 days of approval.

### **5. Complaints and Appeals**

- Students who are dissatisfied with a refund decision may complain about the WRCC Complaints and Appeals Policy.
- All complaints will be handled fairly, confidentially.
- Students or organisations who wish to contest a refund decision are required to write to the Board of Directors of the Western Riverina Community College. Such written communication will provide a detailed version of their particular situation and why a refund should be provided.

### **6. Related Documents**

- WRCC Policy 2.4 – Student Fees Policy
- WRCC Policy 5.4- Complaints and Appeals Policy
- Standards for RTOs 2025 – Learner Protection and Financial Transparency