

# Enrolment Fees and Refunds

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Blueprint Career Development

## **1 Policy**

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Blueprint Career Development will ensure that when participants enrol in a course, they (and their employer, if applicable) are fully aware of the Enrolment Fees and Refund policy.

## **2 Purpose**

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To ensure that participants and organisations are aware of the training fees before the commencement of training. Training fees and charges cover such costs for facilitation, administration, learning resource materials and equipment required for training may apply.

To provide a refund policy that is fair and equitable to participants, and which protects Blueprint Career Development's reputation as a training organisation of high standing.

## **3 Scope**

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Applies to all participants including, self-funded and employer supported participants undertaking commercial programs or VET in School courses (VETiS) with Blueprint Career Development.

Blueprint Career Development staff responsible for sales, financial management and administration must have a good understanding of this policy.

## 4 Procedures

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### REFUNDS

1. Exceptional circumstance refunds must be sought and negotiated on an individual basis with Management.
2. Should Blueprint Career Development cancel any training program, participants are entitled to a full refund, or a transfer of the funds paid to another current or future training program.
3. Cancellation of the training program will only be accepted in writing. The date of cancellation will be determined as the receipt date of the correspondence.
4. Refunds will not include the administration and enrolment fee component of the paid fees.
5. Fees will be refunded to the company or individual who paid the invoice, not a third party.
6. Blueprint may accept the substitution of attendees upon application. Re-enrolment fees may apply.

All refund applications are approved by the company Director.

### REFUND REQUESTS PROCESS.

1. Complete the Refund Request form and email to [accounts@blueprintcd.com.au](mailto:accounts@blueprintcd.com.au)
2. Refund requests will be reviewed in seven (7) working days. Applicants will be notified of the outcome, and if approved, a bank transfer will be arranged within 10 working days of receiving the request.

### COMMERCIAL TRAINING

1. Participants are entitled to a full refund of fees, irrespective of the reasons, if they cancel or withdraw from a scheduled program at least five (5) working days prior to the scheduled commencement date, less the \$250 enrolment fee to cover administration and bank fees.
2. Participants are entitled to a 50% refund of fees, irrespective of the reasons if they cancel or withdraw from a scheduled program with at least two (2) working days prior to the scheduled commencement date. This fee includes the \$250 enrolment fee.
3. Refunds will not be provided if a participant cancels within 48 hours' (two working days) notice before the course date or does not attend.

## **VET IN SCHOOL COURSES (VETIS) FOR SCHOOL STUDENTS.**

1. If a school student cancels prior to the commencement of training, a full refund will be payable, less a \$25 enrolment fee to cover administration and bank fees. Note, this policy applies per student.
2. When a student leaves the course and assessments have been marked or unit of competencies issued, no refund is payable.

## **TRAINEESHIPS AND CERTIFICATE 3 GUARANTEE FUNDING.**

1. If a student cancels prior to the commencement of training and has paid Co-contribution fees, a full refund will be issued for any monies paid in advance.
2. If training in a unit of competency has commenced but not been fully completed prior to withdrawal, a proportionate refund will be given. This refund will equal 50% of the Co-contribution fee paid for that unit.
3. Students receive a full refund for any unit(s) of competency where training has not yet commenced.
4. If there is a change to any elective unit of competency resulting in a reduction in Nominal Hours, the Co-contribution fee will be recalculated, and any overpaid amount will be refunded.

Note: Cancellation of enrolment relates to the following instances:

- Cancellation of training contract ending the apprenticeship/traineeship.
- Replacement of SRTO.
- Change of elective unit of competency.

Students are not required to request a refund in these situations. Blueprint Career Development will automatically calculate the refund and notify the student/client with the amount and a request for bank details for the account where the refund will be deposited. If the employer has paid on behalf of the student, the same rules apply, and the employer will be refunded for any training not yet commenced.

Nominal hours are determined using the NCVET Nominal Hours calculator or the Victorian Purchasing Guide and are checked quarterly.

## Request for Refund Form

### Participant/Student Information:

Full Name : Course Enrolled :  
Contact Number : Email Address :

### Refund Request Details:

- **Reason for Refund Request with explanation** (Please indicate the reason for the refund and a detailed explanation):

- **Date of Refund Request:**

### Bank Transfer Details:

- Account Holder Name:
- Bank Name :
- BSB Number :
- Account Number :

**Declaration:** I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that enrolment and administration fee will be deducted from the original amount paid for refund requests related to non-attendance. I also acknowledge that if I have completed any work for the course, I am not eligible for a refund.

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