PlatinumInstituteAustralia®
Registered Training Organisation, Education Services

Refunds Procedures

STEP 1 – Lodgement of Refund by Client

No.	Who	Actions
1.1	**Client**	a) Client completes “**Refund Request Form”,** notifying their request for a refund of fees paid.
1.2	**Admin**	a) Review the refund application and ensure that the Client is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check client records to identify how the money was originally paid (i.e. cash, cheque, company or credit card). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete “**Refund Request Form”**. e) Provide completed “**Refund Request Form”** to Director for Approval. f) Go to Step 3.

STEP 2 – Refund of fees – Due to Course Cancellation

No.	Who	Actions
2.1	**Admin**	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that particular course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (ie cash, cheque, company or credit card). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit card, note the refund to be processed via refunding the credit card. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a “**Refund Request Form”** for each client eligible for a refund. e) Provide completed “**Refund Request Form”** to Director for Approval.

STEP 3 – Management approval for Refund

No.	Who	Actions
3.1	**Director**	a) Review refund and note approval/modification/decline on “**Refund Request Form”**. b) Return Completed “**Refund Request Form”** to Admin for processing.

STEP 4 – Finalise Refund Request

No.	Who	Actions
4.1	**Director**	a) If a refund is approved: i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the “**Refund Request Form”**. iv. Take a copy of completed “**Refund Request Form”** for client file**.** v. Send original “**Refund Request Form”** to finance for processing. vi. File all documentation on client file.

		b) If a refund is declined : i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "**Refund Request Form"**. iv. File original completed "**Refund Request Form"** and all documentation on the client file**.**

STEP 5 – Processing the Refund

No.	Who	Actions
5.1	**Finance**	a) Upon receipt of completed "**Refund Request Form"** process and make refund to the client. Noting the method of refund. b) Update finance system (e.g. MYOB, QuickBooks, XERO etc) c) File documentation accordingly, in **Refunds File**.