Refund Policy

Purpose and Legislative Background

As per the Standards for Registered Training Organisations (RTOs) 2025 Project Controls Institute (PCI) will be responsible for protecting the fees prepaid by individual learners, or prospective learners.

This policy outlines the circumstances under which refunds are payable, the process for applying for a refund, and the associated timelines.

This policy is developed in accordance with:

ESOS Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Standards for Registered Training Organisations (RTOs) 2025

Australian Consumer Law

Scope

This policy applies to all current and prospective students both International and Domestic at (PCI).

Definitions

Tuition Fees: Fees relating to the provision of training and assessment services

Pre-paid Fees: Tuition fees paid in advance before the commencement of the course or study period

Course: A program of study leading to a qualification or statement of attainment

Provider Default: Occurs when the RTO fails to deliver the course as agreed

Student Default: Occurs when a student withdraws, cancels enrolment, or otherwise fails to meet course requirements

Policy

Refunds are assessed in a fair, transparent and consistent manner, taking into account the circumstances of the application, the amount of training and assessment delivered, and any reasonable costs incurred by the RTO.

Students may apply for a refund or reduction of fees by submitting a written request supported by relevant evidence.

All applications are considered in accordance with this policy and the student's written agreement.

Refunds are not automatically granted where a student fails to achieve competency or completes all assessment attempts, as fees relate to the provision of training and assessment services rather than outcomes. Where the RTO is unable to deliver the course or any portion of the course as agreed, students will be entitled to a refund of any unused tuition fees or offered an alternative arrangement in line with regulatory requirements.

This policy does not remove or limit the student's rights under applicable consumer protection legislation

Provider default may occur in the following circumstances:

- Where the Project Controls Institute, Australia or any third-party delivering training and assessment on its behalf ceases to operate
- Where the Project Controls Institute, Australia is unable to deliver the course in which the student is enrolled, and the student agreement is terminated
- Where the Project Controls Institute, Australia proposes a change to the terms of the student agreement (including delivery mode or conditions of enrolment), and a revised agreement cannot be reached with the student

In any of the above circumstances, the Project Controls Institute, Australia will initiate a refund assessment for all affected students. Students are not required to submit an individual refund application in these instances.

Any applicable refund will be paid to the original fee payer within 28 days of the default occurring

Refund Assessment Methodology

Refund assessments are determined based on a review of the services provided to the student and the costs reasonably incurred by the Project Controls Institute, Australia.

This may include consideration of:

- Learning materials and resources provided (e.g. textbooks or digital materials)
- Training delivered (including classes, workshops, or scheduled sessions attended)
- Individual academic or support services provided
- Assessment activities undertaken, including marking, feedback, or Recognition of Prior Learning (RPL)
- All applications for a refund of fees are considered in accordance with this policy and the student's written agreement. Any applicable fees and payment arrangements, including deposits, are outlined in the student agreement and related documentation.

Refund Process

To apply for a refund, Students MUST:

1. Submit a written Refund Application Form
2. Provide supporting documentation

Project Controls Institute will:

- Assess the application as per methodology, within 28 days
- Provide a written outcome, including reason for the decision

Notification of Outcome

Students will be notified in writing of the outcome of the refund assessment within 28 days, including:

- The refund decision
- The basis for the decision
- Details of any refund or fee adjustment

Students have the right to appeal the outcome in accordance with the Complaints and Appeals Policy and Procedure.

Payment and Record Keeping

- Refunds will be paid to the person or organisation that made the original payment
- All refund decisions are subject to the Project Controls Institute Complaints and Appeals process
- Records of refund applications, assessments, and payments will be securely maintained in student files and financial systems in accordance with regulatory requirements

Where a refund is approved, payment will be made to the original fee payer within 28 days of the outcome being determined.

Circumstance	Refund Outcome
Cancellation more than 28 calendar days before the course commencement date	Full refund of tuition fees paid less reasonable administrative costs
Cancellation between 14 and 28 calendar days before the course commencement date	75% refund of tuition fees paid
Cancellation less than 14 calendar days before the course commencement date	50% refund of tuition fees paid
Cancellation after the course commencement date	No refund of tuition fees paid, unless approved under compassionate or compelling circumstances
Course cancelled or not delivered by the RTO (provider default)	Full refund of any unused tuition fees paid
Student unable to commence due to compassionate or compelling circumstances (e.g. serious illness), supported by appropriate evidence	Refund assessed on a case-by-case basis, which may include a full or partial refund of tuition fees
Enrolment Fees	Non-refundable
The above refund arrangements apply in the case of student default. Provider default is managed separately in accordance with this policy.	

Additional Notes

- All approved refunds will be paid to the original fee payer within **28 days**
- Administrative costs referred to above are reasonable costs associated with enrolment and processing
- This policy does not limit the student's rights under applicable consumer protection legislation
- Students may choose to defer or transfer their enrolment in lieu of a refund, where appropriate

Appeals

Students have the right to appeal a refund decision in accordance with the Complaints and Appeals Policy and Procedure.

Tuition Protection

Where applicable, international students are protected under the Tuition Protection Service (TPS).

The TPS ensures that international students can either:

- Complete their studies in another course or with another provider, or
- Receive a refund of any unused tuition fees

if the Project Controls Institute is unable to deliver the course.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2025
- The Australian Consumer Law 2011