

Refund Application Information

REFUND INFORMATION

The following information covers refunds for Students and Schools. Additionally, we have forms for both Students and Schools to apply for a refund. These forms are available in the RTO Files section in our Help Desk on our Connect 'n' Grow® (CnG) [website](#).

Connect 'n' Grow ensure there are sufficient funds available to repay any approved refunds. Our financial accounts are managed by accountants at Up Education and our Profit and Loss Statement is reviewed in our monthly board meeting.

TYPES OF REFUNDS:

There are two categories of refunds:

- Student Refunds: FFS (Fee for Service) is where a student has paid for their Connect 'n' Grow programs themselves, i.e. Holiday programs, Campus programs etc.
- School Refunds: Students attending programs being provided by the school where the school pays Connect 'n' Grow directly for several students to attend a program. This is also referred to as an FFS (Fee for Service) situation. Refunds for this scenario require the School to apply for the refund.

STUDENTS

Where students have paid fees directly to Connect 'n' Grow, they are to complete the **Student Application for a Refund Form** which is available on our website. The Refund Form will allow the student to apply for a refund of fees in part or full.

Students can apply for a refund at any time throughout their learning.

Email the completed form to admin@connectngrow.edu.au

SCHOOLS

All fees related to Connect 'n' Grow programs are invoiced directly to the school, therefore any refund requests would be coming from the partner school.

Schools are to complete the **School Application for a Refund Form** which is available on our website. The Refund Form will allow the school to apply for a refund of fees in part or full for one or more students, whichever is applicable.

Schools may apply for a refund during the current program of which they are applying for the refund. After a program is completed, no refund can be applied for.

Email the completed form to admin@connectngrow.edu.au

Part of our commitment to services includes that we provide a refund for any fees collected relating to units not yet completed.

FFS (Fee for Service) REFUNDS

Refund applications must be applied for as soon as possible during the current period that the training is being provided.

Each application is reviewed on an independent basis.

- a) Students who:
 - i. Withdraw from the program before the cut-off (end of term 1), and
 - ii. Connect 'n' Grow ® is notified of this withdrawal before the end of Term 1, will:
 - a. not incur the participant fee, and
 - b. will be issued a Statement of Attainment for any competencies successfully completed.
- b) Students who:
 - i. Withdraw from the program AFTER the cut-off (end of term 1), but before Term 3/Semester 2, and
 - ii. CnG's is notified of this withdrawal before the commencement of Term 3 will:
 - c. incur a 50% participant fee up until the last school day of Semester 1, and
 - d. be issued a Statement of Attainment for any competencies successfully completed.
- c) Students who:
 - i. Withdraw from the program in Term 3 / Semester 2, and
 - ii. CnG's is notified of this withdrawal after the commencement of Term 3, will:
 - e. incur a 100% participant fee, and
 - f. be issued a Statement of Attainment for any competencies successfully completed.
- d) Students who withdraw from a future scheduled course with Connect 'n' Grow.
- e) Connect 'n' Grow is unable to provide the course for which the original offer was made.
- f) Overpayment of course fees.

TIMELINES & PROCESS:

A response will be issued to you within 10 working days from the date we receive your application.

All refund requests must be approved by Connect 'n' Grow CEO. Once approved, the approval is then sent to the Administration Team for processing.

If successful, Connect 'n' Grow strive to process the refund to you 10 working days.

If unsuccessful, Connect 'n' Grow will advise you within 5 working days.



REFUNDS WILL NOT BE GIVEN FOR:

- A Student whose enrolment is terminated for failure to comply with Connect 'n' Grow policies and procedures.
- The student/school cancels the enrolment less than two weeks prior to the course commencement date.
- The student does not commence, and the student/school does not advise Connect 'n' Grow.
- Refunds can't be applied for after completing the training.

SHORT COURSES AND SKILLS SETS

Students who wish to withdraw from the short course and/or skills set program after the enrolment cut-off incur 50% penalty of the participant fee.

Students who wish to withdraw from the short course and/or skills sets program after commencement will incur 100% penalty of the participant fee. No refund available.