CIVIL CONTRACTORS FEDERATION
QUEENSLAND LIMITED
ABN 65 619 498 690

1300 CCF QLD
www.ccfqld.com

CIVIL CONTRACTORS FEDERATION QLD LTD

REFUND POLICY

Reference Number:	**TS - 02**
Contact Officer:	**Chief Executive Officer (CEO) of Civil Contractors Federation Queensland Limited (CCF QLD)**
Approval Authority:	**Chief Executive Officer**
Version Number:	**2025 – 1**

1.0 PURPOSE

This policy outlines the framework for refunds concerning training services offered by Civil Contractors Federation Queensland Limited (CCF QLD), including Civil Train. It aims to provide transparency and fairness to all stakeholders while ensuring compliance with relevant legislative and regulatory requirements.

2.0 SCOPE

This policy applies to all employees, contractors, and staff of CCF QLD involved in handling client payments and refunds related to training services.

3.0 POLICY STATEMENT

CCF QLD is committed to ensuring all students and employers are treated fairly and with integrity when requesting refunds. All refund requests will be processed transparently and reviewed in accordance with the criteria outlined in this policy.

4.0 PROCEDURE - REQUEST FOR A REFUND

All refund requests must be submitted in writing to CCF QLD and/or Civil Train within 30 days of withdrawal or cancellation, accompanied by relevant supporting documentation. Requests received are directed through the necessary channels to be assessed within fourteen (14) days of receipt. Final approval is determined by the CEO to ensure alignment with this policy. Approved refunds will be recorded in the Refunds Register, and all associated documentation will be securely maintained in compliance with the Privacy Act 1988. For students and operations in Queensland, compliance with the Queensland Information Privacy Act 2009 will also apply.

All refund requests must undergo the approval process outlined in this policy and meet the stated eligibility criteria in the refund table. Failure to submit a formal request will result in no refund being issued, regardless of the scenario.

All refunds will be assessed per the criteria outlined in the following Refund Table.

Fee For Service Short Courses and Programs	Withdrawal more than 4 business days prior to a short course start date	Full Refund, minus $55 administration fee
	Withdrawal less than 4 business days prior to a short course start date	No Refund
Funded Short Courses and Programs	Withdrawal more than 4 business days prior to a short course start date	Full refund
	Withdrawal less than 4 business days prior to a short course start date	No refund
Fee For Service Qualifications	Withdrawal after enrolment, prior to training commencement	Full refund, minus $250 administration fee
	Withdrawal after training commencement	No refund
Funded Qualifications	Withdrawal after enrolment, prior to training commencement	Full refund, minus $250 administration fee
	Withdrawal after training commencement	Refund of fees for units not commenced; SOA issued for completed units
Extenuating circumstances	Withdrawal due to special circumstances	Refund amount at the discretion of the CEO, based on supporting documentation and assessment
RTO initiated actions	Short Course, Qualification, or program withdrawn by the RTO (prior to training commencement)	Full refund
	Short Course, Qualification, or program withdrawn by the RTO (after training commencement)	Refund of fees for units not commenced; SOA issued for completed units
	RTO unable to deliver the training	Full refund

5.0 THIRD PARTY PAYMENTS

If fees have been paid by a third party, any approved refunds will be processed directly to that third party. In cases where disputes arise between the student and the third party, CCF QLD will follow the origin of the payment but may provide additional dispute resolution options in exceptional circumstances.

6.0 EXTENUATING CIRCUMSTANCES

In cases where a student is unable to continue training due to extenuating circumstances (e.g., illness or injury, family emergencies), the following provisions apply:

- Course fees may be transferred to the next available course (where applicable).
- Partial or full refunds may be approved at the discretion of the CEO, subject to the provision of verifiable evidence. Examples of acceptable documentation could include medical certificates or legal notices.

7.0 APPEALS PROCESS

Students and employers have the right to appeal refund decisions. Appeals must be submitted in writing to CCF QLD and/or Civil Train within fourteen (14) business days of the decision. Extensions may be granted in exceptional circumstances upon provision of supporting evidence.

Appealing a refund decision does not remove the right to pursue remedies under Australian consumer protection laws.

RESPONSIBILITIES

Chief Executive Officer (CEO)

The Chief Executive Officer (CEO) is responsible for ensuring compliance with this policy and for approving or declining refund applications based on the outlined criteria. The CEO is also responsible for ensuring ethical practices are upheld, thereby safeguarding the integrity, fairness, and transparency of this policy.

Managers

Managers are responsible for overseeing the implementation of this policy and providing guidance to staff as needed. They are also responsible for identifying potential risks, including fraudulent activities, or non-conformance with related legislation or funding bodies and escalating concerns to the CEO promptly.

Employees

Employees and contractors are required to follow the processes outlined in this policy with diligence and professionalism. They must report any suspicious behaviour or inconsistencies related to refund requests and cooperate fully with any investigations into such matters.

RELATED POLICIES and PROCEDURES

- TS – 01 - Student Handbook

REFERENCES

Nil

CIVIL CONTRACTORS FEDERATION
QUEENSLAND LIMITED
ABN 65 619 498 690

1300 CCF QLD
www.ccfqld.com

CIVIL CONTRACTORS FEDERATION QLD LTD

Document Number	TS – 03	Date Issued	05 December 2024
		Date Last Reviewed	03 March 2016
		Date Next Review	05 December 2025