



## REFUND POLICY

### Organisational Area

ORGANISATION

### Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 15<sup>th</sup> April 2020.

### Review Date

This policy will be reviewed every three years or sooner if required.

### Scope

This policy applies to all staff involved in the invoicing, collection and refunding of payments for courses and childcare.

This policy also applies to all students enrolling and undertaking courses at Park Orchards Community House & Learning Centre. This policy applies to refunds for all courses (accredited, pre accredited and community programs), whether the student is receiving government funded training or paying a fee for the training service.

This policy also applies to Families using the POCH&LCI Childcare service.

### Objective

To provide a transparent policy for staff to determine when a full or part refund may be given and to ensure students enrolling in courses, and families using Childcare, are aware of the Refund Policy. To ensure that POCH&LCI's refund policy is consistent with the organisation's community values and meets our contractual compliance with government and funding bodies.

### Policy

POCH&LCI student refund policy of course fees is consistent with our community values and meets our contractual compliance with government and funding bodies.

### Vocational Education & Training

#### **Withdrawal**

All students not completing a course are required to submit a Student Withdrawal from Course Form, whether or not a refund is sought (available on our website and from the office),

If a student withdraws from a course at least 10 working days, prior to the scheduled commencement date of a course, the student is eligible for a full refund.



Students who withdraw from a course less than 10 working days prior to the scheduled commencement of course, or who do not formally withdraw, are not entitled to a refund but may be granted one at the discretion of the Manager.

If a Student withdraws from a course after the course has commenced the student is not entitled to a refund but may be granted a pro-rata refund at the discretion of the Manager.

### **Cancellation by POCH&LCI**

If POCH&LCI cancels a course prior to the commencement date a full refund will be given.

If a course is cancelled by POCH&LCI at any time during the period of a Student's enrolment, then POCH&LCI will refund the unexpended tuition fees. The pro-rata portion of fees for any student services, amenities, materials, goods and services that have not been used prior to the date of cancellation shall be refunded.

### **Credit Transfer**

If a student has paid a tuition fee which is no longer required because of transfer of credit due to recognised Statements of Attainment, POCH&LCI will refund the tuition fee for the recognised unit/s.

### **RPL**

If a student has paid a tuition fee which is no longer required because of recognition of prior learning (RPL), POCH&LCI will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken. (NOTE: There are fees payable for assessment for recognition of prior learning)

## **Community Courses**

### **Withdrawal**

If a student withdraws from a course at least 5 working days, prior to the scheduled commencement date of a course, the student is eligible for a full refund.

If a Student withdraws from a course less than 5 working days prior to the scheduled commencement of course the student is not entitled to a refund but may be granted a full or a pro-rata refund at the discretion of the Manager.

If a Student withdraws from a course after the course has commenced the student is not entitled to a refund but may be granted a pro-rata refund at the discretion of the Manager.

### **Cancellation by POCH&LCI**

If POCH&LCI cancels a course prior to the commencement date a full refund will be given.

If the course has commenced a pro-rata refund will be given.

### **Childcare**

Cancellation up to 24 hours before the session – a credit or refund will be given.

Cancellation of less than 24 hours no credit or refund will be given.

If Childcare is closed by POCH&LCI a full refund will be given.



## **General**

- A withdrawing student who has been paying via an authorised instalment plan shall pay the balance of fees outstanding. This balance is payable on receipt of an invoice from the Park Orchards Community House & Learning Centre.
- Deferment from one class to another is at the discretion of the Manager of Park Orchards Community House & Learning Centre. Consideration will be given to unfortunate, unforeseen personal circumstances.
- A refund will not be issued if a student is asked to leave, or is excluded from a course, for not abiding by the classroom conduct guidelines in the Student Handbook which were accepted by the student on enrolment.

## **Definitions**

N/A

## **Related Documents**

Withdrawal from Course Form  
Student Fees & Charges Agreement  
Student Information Handbook  
Student Enrolment Procedure  
Childcare Information Leaflet  
Fees & Charges Policy  
Monitoring of Student Progress & Participation Policy  
Refund Request Form  
Refund Procedure

## **Document Locations**

Policies and Procedures Manual  
Website

## **Related Legislation**

Victorian Registrations & Qualifications Authority Guidelines 2019  
Australian Quality Training Framework Conditions and Standards 2013

## **Area of Compliance**

Australian Quality Training Framework Standard 2.3  
Victorian Registrations & Qualifications Authority Guidelines 1.3 (b)



Date reviewed	Version	Details of changes (if any)	Date of next review
	1.0	Original document	
21/10/2015	2.0	Updated to new template Combine two refund policies into one document General Review	21/10/2018
28/06/2017	3.0	Update to VRQA guidelines 2016	28/06/2020
26/11/2019	4.0	Updated community refund policy to be 5 days rather than 10	26/11/2022
25/02/2020	5.0	Removed 20% fee charged on childcare refunds	25/02/2023
15/04/2020	6.0	Updated refund wording for accredited courses	15/04/2023

**Master document is the Electronic File.**

**This document is uncontrolled when printed.**