

REFUND POLICY

Organisational Area

ORGANISATION

Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 25th February 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

Vocational Education & Training

Withdrawal

If a student withdraws from a course by completing a 'Withdrawal from Course Form', at least 10 working days, prior to the scheduled commencement date of a course, the student is eligible for a full refund. However, an administrative fee of \$100 may be deducted from the fees refunded.

A full refund may be given on production of a Medical Certificate, prior to the course commencing, which indicates the student's incapacity to undertake the course.

Students who withdraw from a course after this date, or who do not formally withdraw, are not entitled to a refund but may be granted one at the discretion of the Manager.

All students not completing a course are required to submit a "Course Withdrawal Form", whether or not a refund is sought.

Cancellation by POCH&LCI

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 full 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.

RPL/Credit Transfer

If a student has paid a tuition fee which is no longer required because of recognition of prior learning, Park Orchards Community House & Learning Centre 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 payables for assessment for recognition of prior learning and /or transfer of credit due to recognised Statements of Attainment).

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 Handbook
Student Enrolment Procedure
Childcare Information Leaflet
Fees & Charges Policy
Monitoring of Student Progress & Participation Policy

Document Locations

Policies and Procedures Manual
Website

Related Legislation

Victorian Registrations & Qualifications Authority Guidelines 2016
Australian Quality Training Framework Conditions and Standards 2010

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

Master document is the Electronic File.

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