

REFUND POLICY

Organisational Area

Registered Training Organisation
Community Programs

Authorisation

This policy was reviewed and adopted by the Manager at North Ringwood Community House Incorporated on 22 August 2018

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 North Ringwood Community House. 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 North Ringwood Community House 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 NRCH's refund policy is consistent with the organisation's community values and meets our contractual compliance with government and funding bodies.

Policy

Vocational Education and Training

Withdrawal

If a student withdraws from a course by completing a 'Course Withdrawal 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 administration 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.



Policy

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. Course fees refunded will not exceed a pro rata rate. No refunds will be provided for any manual already distributed.

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

Cancellation by NRCH

At any time during a student’s enrolment, if a course is cancelled by NRCH or NRCH ceases to deliver the relevant accredited course, NRCH 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.

Recognition of Prior Learning

If a student has paid a tuition fee which is no longer required because of recognition of prior learning, NRCH 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. However, there is a fee payable for assessment for recognition of prior learning

Credit Transfer

If a student has paid a tuition fee which is no longer required due to credit transfer, NRCH 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. However, there is a fee payable for credit transfer if the assessment for credit transfer requires more than 2 hours work by the NRCH team.

Implementation

Students are advised in their Student Handbook that a Course Withdrawal Form is required when withdrawing from a course and that this form is available from NRCH Reception.

When a written notice of withdrawal is received:

1. Administration staff will mark that a refund is being processed. The Course Withdrawal Form will be filed with the student’s records
2. Administration staff will calculate any refund amount due. If the refund is via credit card Administration Staff will process via the eftpos machine and account in Vettrak. A Request for Refund Form will be completed for any cash, cheque or direct debit refunds and include information showing details of the original payment, receipt number and reason for cancellation. This form shall be passed to the Financial Administrator
3. Administration staff will update Vettrak records to indicate that the student has withdrawn and a refund is due
4. The refund will then be processed by either Financial Administrator or Administration staff (depending on the method of refund). This process will be within 2 weeks of receipt of the Course Withdrawal Form



General Adult Education Courses

Withdrawal

If a student withdraws from a course by notifying NRCH, at least 1 week prior to the scheduled commencement date of a course, the student is eligible for a full refund. However, an administration fee of \$15 will be deducted from the fees refunded.

If the student withdraws after this date no refund is payable.

After this date, only at the discretion of the Manager, special consideration may be granted due to extenuating circumstances and a refund may be paid.

Cancellation by NRCH

If NRCH cancels the course, prior to commencement, a full refund of course fees will be made.

If NRCH cancels the course after commencement, a pro rata course fee may be refunded. 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.

Implementation

When a notice of cancellation is received:

1. Administration staff will mark the Student Course Enrolment Form a refund is being processed
2. Administration staff will calculate any refund amount due. If the refund is via credit card Administration Staff will process via the eftpos machine and account in Vettrak. A Request for Refund Form will be completed for any cash, cheque or direct debit refunds and include information showing details of the original payment, receipt number and reason for cancellation. This form shall be passed to the Financial Administrator.
3. Administration staff will update Vettrak records to indicate that the student has withdrawn and a refund is due
4. The Financial Administrator will review the documents and issue any refund due by cheque or credit card, as appropriate
5. If no refund is due the Financial Administrator shall advise the administration staff who shall note the Vettrak record.

Childcare

Parents may book and pay for childcare services on a daily basis.

Parents may book and pay for a term in advance, and are eligible for a 10% prepayment discount.

Withdrawal by parent/guardian of child

If a parent withdraws a child from childcare services, or fails to take up a position, there is no eligibility for any refund.



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After withdrawal, only at the discretion of the Manager, special consideration may be granted due to extenuating circumstances and a refund may be paid.

Cancellation by NRCH

If NRCH cancels the childcare session a full refund of the session will be made. A credit may be granted in lieu of a refund if all parties are agreeable.

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 NRCH.

Deferment from one class to another is at the discretion of the Manager. 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

Vocational Education and Training students includes NRCH VCAL students when participating in NRCH RTO activities

Related Documents

- Course Withdrawal Form
- Student Agreement
- Fees and Charges Policy
- Student Handbook
- Childcare Information Leaflet

Document Locations

- Website
- Electronic file folders accessible by NRCH Administration staff

Related Legislation

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

Area of Compliance

- Victorian Registrations and Qualifications Authority Guidelines 1.3 (b)
- Australian Quality Training Framework Conditions and Standards 2.3



Policy

Date reviewed	Version	Details of changes (if any)	Approved by NRCH Manager	Date of next review
14 August 2018	10	Inclusion of existing policy in new template that: <ul style="list-style-type: none"> • simplifies language • clarifies authority and responsibilities • records that VET students are provided course withdrawal information in their NRCH student handbook • clarifies general course student eligibility for a partial refund if NRCH cancels a course after commencement • maintains a version control history 	22 August 2018	August 2021

Master document is the Electronic File.

This document is uncontrolled when printed.