



Policy & Procedure

REFUND POLICY & PROCEDURE

Policy number:	24	Version:	13
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	3/4/2025
Approved and adopted by:	Board of Governance	Next Review Date:	April 2028

Scope

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

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.

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 are aware of the Refund Policy. To ensure that NRCHI's refund policy is consistent with the organisation's community values and meets our contractual compliance with government and funding bodies.

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Vocational Education and Training

Withdrawal

If you withdraw from the course after being offered and accepted a place an administration fee of \$100 will be charged and course fees refunded at a pro-rata rate. Course fees refunded will not exceed a pro-rata rate. No refunds will be provided for any manual already distributed.

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.

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

Cancellation by NRCHI

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



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Credit Transfer

If a student has paid a tuition fee which is no longer required due to credit transfer, NRCHI 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 NRCHI 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 NRCHI 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 Finance Officer.
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 the Finance Officer 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

Refunds will be given if:

The class is cancelled by the Community House.

You cancel your enrolment at least 7 days prior to course commencement (this will incur a \$15 admin fee).

No refunds given if you cancel within the week prior to, or after, class commencement.

A fee reduction of no more than 2 classes per term will be made where you expect to miss classes for holidays or other obligations. (No reduction for accredited or pre-accredited classes).

Cancellation by NRCHI

If NRCHI cancels the course, prior to commencement, a full refund of course fees will be made or fees will be placed in the holding account as a credit.

If NRCHI cancels the course after commencement, a pro-rata course fee may be refunded or pro-rata fees placed in the holding account as a credit. 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 or placed in the holding account as a credit.

All holding account credits must be used within 12 months from the time the credit arises. The credit may be used towards any courses or activities offered at NRCHI.



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Withdrawal

If a student withdraws from a course by notifying NRCHI, 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 CEO, special consideration may be granted due to extenuating circumstances and a refund may be paid.

Refund 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.

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 NRCHI.

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



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❖ *Statement to be signed by NRCHI students declaring they have read and understood this policy*

Refund Policy Statement

NAME

Statement

I have read and understood my rights regarding a refund under the North Ringwood Community House Refund Policy.

Signed

Date

Related Documents

Course Withdrawal Form
Student Agreement
Fees and Charges Policy
Student Handbook

Document Locations

Website
Electronic file folders accessible by NRCHI Administration staff
Policy and Procedure Manual

Related Legislation

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

Area of Compliance

AQTF Standards 2.3, 3.1
VRQA Guidelines for VET Providers Guideline 1.3 (b)
Skills First Quality Charter
VET Funding Contract *Skills First* Program 4.1, 4.2, 5.2 (c), 5.2(g), Schedule I 2.1-2.5, 3.1-3.8, 6.1,6.2
Guidelines about Determining Student Eligibility and Supporting Evidence
ACFE Pre Accredited Training Contract



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Date reviewed	Version	Details of changes (if any)	Approved by NRCHI CEO	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 NRCHI student handbook • clarifies general course student eligibility for a partial refund if NRCHI cancels a course after commencement • maintains a version control history 	22 August 2018	August 2021
17 January 2020	11	Removal of childcare refunds	17 August 2020	August 2024
19 April 2022	12	Clearer definition of refund terms for GAE courses	19 April 2022	April 2025