REFUND POLICY & PROCEDURE

Policy number:	24	Version:	14
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	Nov 26
Approved and adopted by:	Board of Governance	Next Review Date:	Nov 29

Scope

This policy applies to all NRCHI staff involved in the invoicing, collection and refunding of course and program fees.

It applies to all students enrolling in or undertaking:

- Accredited Vocational Education and Training (VET).
- Pre-accredited training.
- General Adult Education and community programs.

The policy applies to both government-funded and fee-for-service training and programs.

Purpose

The purpose of this policy is to provide clear guidelines for determining when full or partial refunds may be provided to students enrolling in courses and programs offered by NRCHI.

The policy aims to ensure that:

- Students understand their refund entitlements and obligations before enrolment.
- Staff have clear procedures for processing refunds.
- Refund decisions are applied fairly and consistently.
- NRCHI meets its legislative, regulatory and funding obligations.

Policy

NRCHI is committed to providing students with clear information about course fees, withdrawal arrangements and refund entitlements before enrolment.

Refunds will be assessed according to the course type, applicable funding arrangements, fees paid and circumstances of withdrawal or cancellation.

For Skills First-funded training, refunds and fee arrangements will comply with the applicable Victorian Skills First VET Funding Contract and associated guidelines.

Tuition and non-tuition fees will be considered separately when determining refund entitlements.

Nothing in this policy limits or excludes any rights or remedies available to students under the Australian Consumer Law or other applicable legislation.

Students will be provided with access to this policy prior to enrolment through the Student Handbook and NRCHI website, or upon request. Students enrolling into accredited training will be provided with a copy of this policy at pre-enrolment.

Responsibilities

CEO
The CEO oversees the implementation and review of this policy, considers requests for refunds due to exceptional or extenuating circumstances, and approves refunds in accordance with NRCHI's financial delegations.

Administration Staff
Administration staff provide students with refund and withdrawal information, calculate applicable refunds, maintain student records and process refunds in accordance with approved procedures.

Finance Officer
The Finance Officer reviews refund documentation, processes approved refunds, maintains appropriate financial records and reconciles refund transactions.

Definitions

- **VET:** Vocational Education and Training, including nationally recognised accredited training.
- **Pre-accredited Training:** Adult education and training programs funded through ACFE arrangements.
- **Tuition Fees:** Fees charged for the delivery of training and assessment.
- **Non-tuition Fees:** Fees charged for materials, equipment, services, amenities or other goods and services.
- **Pro-rata Refund:** A refund calculated according to the proportion of training or services not delivered.

Procedure

Vocational Education and Training (VET)

Student Withdrawal

Where a student withdraws from a VET course after accepting a place, the following refund arrangements apply:

- Where a student withdraws at least seven days prior to course commencement, an eligible refund will be provided without an administration fee.
- Where a student withdraws within the seven days immediately prior to course commencement or after the course has commenced, a $100 administration fee will be deducted from any eligible refund. This fee contributes towards the administrative costs associated with processing the withdrawal.

Any eligible refund will be calculated on a pro-rata basis, having regard to the training and assessment services delivered and those remaining undelivered at the date of withdrawal. The refund will not exceed the applicable amount of fees paid for services not yet delivered, less any applicable administration fee.

Separately charged non-tuition fees will be assessed according to whether the relevant goods or services have been supplied or used.

No administration fee will apply where NRCHI cancels a course.

No refund will normally be provided for manuals or course materials already supplied to the student.

A full refund may be provided where a student supplies a medical certificate before course commencement confirming they are medically unable to undertake the course.

The CEO may approve a full or partial refund where exceptional or extenuating circumstances apply. Each request will be considered on its individual merits.

Cancellation by NRCHI

Where NRCHI cancels a course or ceases delivery of an accredited course during a student's enrolment, NRCHI will refund the full tuition fees paid by the student.

The pro-rata portion of any student-paid fees for student services, amenities, materials, goods and services not used or supplied before cancellation will also be refunded.

Where cancellation or cessation of delivery involves broader student protection or training continuity arrangements, NRCHI will follow its *Training Continuity and Student Protection Policy*.

Recognition of Prior Learning (RPL) and Credit Transfer

Where a student has paid a tuition fee that is no longer required due to RPL or Credit Transfer, NRCHI will refund the difference between:

- The tuition fee originally paid; and
- The tuition fee payable for the adjusted hours of tuition the student is required to undertake.

Skills First Government-Funded Training

For Skills First-funded training:

- Students will be informed of applicable tuition fees, student contributions, government subsidies and non-tuition fees before enrolment.
- Refunds will apply to eligible fees paid by or on behalf of the student and will not include government subsidies.
- Funding adjustments will be managed in accordance with the applicable Skills First VET Funding Contract and guidelines.
- Non-tuition fees will be considered separately, having regard to whether goods or services have been supplied or used.
- NRCHI will maintain appropriate student and financial records to support refund calculations and transactions.

Where a student is found to be ineligible for government-funded training, any resulting fee liability will be managed in accordance with applicable funding requirements and fees disclosed to the student.

Pre-accredited Training

Where a student withdraws from a pre-accredited course at least seven days before the scheduled commencement date, a refund will be provided in accordance with applicable refund arrangements.

No refund will normally be provided where a student withdraws within seven days of commencement or after the course has commenced.

Where NRCHI cancels a course or ceases delivery of a pre-accredited course during a student's enrolment, NRCHI will refund the full tuition fees paid by the student.

The CEO may consider exceptional circumstances on an individual basis.

General Adult Education Courses

The following refund arrangements apply to General Adult Education and community education courses.

Refunds and Fee Reductions

a) Cancellation by NRCHI

A full refund will be provided if NRCHI cancels a class or course.

b) Student cancellation

Students who cancel their enrolment at least seven days before the scheduled commencement date are eligible for a refund of fees paid, less a $15 administration fee.

c) Late cancellation

No refund will normally be provided where a student cancels within seven days of commencement or after the class has commenced.

d) Missed classes

For General Adult Education classes only, a fee reduction may be provided for anticipated absences due to holidays or other commitments. This is limited to a maximum of two classes per term and does not apply to accredited or pre-accredited courses.

Cancellation by NRCHI

Where NRCHI cancels a course before commencement, students will receive a full refund of course fees paid or, with their agreement, a credit to their NRCHI holding account.

Where NRCHI cancels a course after commencement, a pro-rata refund may be provided or, with the student's agreement, the pro-rata amount may be placed in their holding account.

The pro-rata portion of any student-paid fees for student services, amenities, materials, goods and services not used or supplied before cancellation will also be refunded or credited with the student's agreement.

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Holding account credits must be used within six months from the date the credit arises and may be used towards any courses or activities offered by NRCHI.

The CEO may approve a full or partial refund where extenuating circumstances apply.

Refund Implementation

Students enrolled in accredited training are advised through the Student Handbook that a Course Withdrawal Form must be completed when withdrawing from a course. The form is available from NRCHI Reception.

When notification of withdrawal is received:

1. Administration staff will identify the student's record to indicate that a withdrawal and potential refund are being processed.
2. The completed Course Withdrawal Form will be filed in the student's records, where applicable.
3. Administration staff will calculate any refund payable in accordance with this policy and applicable funding arrangements.
4. Credit card refunds will be processed through the EFTPOS machine and recorded in Vettrak.
5. For refunds by cheque or direct deposit, Administration staff will complete a Request for Refund Form, including original payment details, receipt number and reason for cancellation, and forward it to the CEO for approval.
6. Administration staff will update the student's Vettrak record to reflect the withdrawal, refund amount and processing status.
7. The refund will be processed by the Finance Officer or Administration staff in accordance with applicable financial procedures.

Approved refunds will generally be processed within 14 calendar days of receipt of the required documentation.

General Provisions

Instalment Plans

Students paying fees through an authorised instalment arrangement remain responsible for outstanding fees in accordance with their enrolment agreement and applicable withdrawal and refund arrangements.

Where a student withdraws, outstanding fees will be assessed having regard to training and services already delivered and the applicable refund arrangements.

Refunds will generally be made using the original payment method wherever practicable. Where this is not possible, an alternative traceable payment method may be arranged. Refunds will not ordinarily be paid in cash.

Any outstanding amount payable to NRCHI will be invoiced and is payable upon receipt.

Third-Party Payments

Where course fees have been paid by an employer, funding organisation or another third party, any applicable refund will ordinarily be returned to the original payer, subject to the relevant payment arrangements and applicable legal requirements.

Deferment and Transfers

Deferment from one class to another is at the discretion of the CEO. Consideration will be given to requests arising from unfortunate or unforeseen personal circumstances.

Transfers between courses or classes will be considered on an individual basis, having regard to course availability and applicable funding requirements.

Exclusion from a Course

A refund will not normally be issued where a student is asked to leave or is excluded from a course due to failure to comply with classroom conduct guidelines outlined in the Student Handbook.

This does not limit any statutory consumer rights or remedies available to the student.

Exceptional Circumstances and Reviews

The CEO may approve a full or partial refund outside the standard arrangements where exceptional or extenuating circumstances apply. Decisions will be considered individually and documented.

Records

NRCHI will maintain appropriate records of withdrawals, refund requests, calculations, approvals and payments, including relevant supporting documentation and updates in accordance with NRCHI's *Record Management Policy*.

Complaints and Appeals

Students who are dissatisfied with a refund decision may lodge a complaint or request a review in accordance with *NRCHI's Complaints and Appeals Policy*. All complaints will be managed fairly and in accordance with that policy. This does not limit a student's right to access external complaint or review processes.

Related Documents

Course Withdrawal Form
Student Agreement
Fees and Charges Policy
Student Handbook
Consumer Protection Policy
Training Continuity and Student Protection Policy
Complaints and Appeals Policy
Record Management Policy

Related Legislation and Compliance

Victorian Registration and Qualifications Authority (VRQA) ***Guidelines - Standards for Vocational Education and Training Providers,*** including the **2025 Standards for Registered Training Organisations (RTOs)**
Skills First program requirements and applicable VET Funding Contract
Applicable Commonwealth and State Government Funding Agreements, Contracts and Guidelines
Applicable VET legislation, data reporting requirements and regulatory instruments.

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Document Locations

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

Date reviewed	Version	Details of changes (if any)	Date of next review
14 August 2018	11	Inclusion of existing policy in new template that: • 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	August 2021
17 January 2020	12	Removal of childcare refunds	August 2024
19 April 2022	13	Clearer definition of refund terms for GAE courses	April 2025
Nov 26	14	Revision of policy to improve clarity, comply with VRQA Guidelines and 2025 Standards for RTO's and reformat	Nov 29

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