

Policy 4 Refund of Fees

Background:

This policy applies to Pre accredited courses and Community programs. The policy is designed to ensure that a refund of course fees is in line with the principles of fair trading. Pines Learning is committed to the fair and transparent processing of refunds.

Purpose:

1. To outline circumstances when a full or partial refund is due.
2. To ensure prospective students are aware of the Refund of Fees policy prior to enrolment.

Distributed to:

Prospective and current students, Pines Learning Staff.

Applicability:

This policy applies to pre-accredited and community programs students enrolling and undertaking courses at Pines Learning. The policy outlines guidelines for staff and students when determining if a refund is due and the amount. Refunds may be provided to students, their employers or any other agency which has paid the course fee. The Refund of Fees Policy is published on the Pines Learning website and included in the Student Handbook. On signing the enrolment form students are agreeing that they have sighted and agreed to the contents of the Student Handbook including the Refund of Fees policy.

Definitions:

Not applicable

Related Documents:

Policy 23 - Student Fees and Charges policy

Withdrawal of Students procedure

Vocational Education and Training (VET): Fees and Refunds Policy and Procedures

<u>Policy:</u>		Responsible party
1.	Course Withdrawals/Cancellations	Reception Staff
i	All Pre accredited students not completing courses are required to submit a "Pre-accredited and Community Programs Refund Request Form" whether seeking a refund or not. These are available at reception.	
ii	Community Program students are not required to complete a withdrawal form if not requesting a refund. These students may contact reception to advise of their withdrawal. Reception staff will be required to document in VETtrak under the client notes the date and reason for the withdrawal and print a new class list. Where a refund is requested a "Pre-accredited and Community Programs Refund Request Form" will need to be completed.	
iii	Refunds will be issued in full if a course is cancelled by Pines Learning prior to the scheduled commencement date.	

iv	In the unlikely event that Pines Learning cancels a course after commencement, a pro rata refund for the remainder of the course will be provided. Any incidental fees for goods, services and materials that have not been used prior to the cancellation date, will also be refunded.	
v	All requests for refunds must be lodged before the end of the course or term.	
2	Pre-accredited Courses and Community Programs	Reception Staff
i	If a student has enrolled in a course/program and then withdraws prior to the commencement, the relevant refund request form needs to be submitted for a refund to be provided. An administrative charge of 10% of the course fees will be retained by Pines Learning.	
ii	If a course has already commenced no refund will be due unless a Medical Certificate, which indicates an incapacity to undertake the remainder of the course, is provided. A "Pre-accredited and Community Programs Refund Request Form" is to be completed. A pro-rata refund will then be calculated, with an administrative charge of 10% of the remaining course fees to be retained by Pines Learning.	
iii	Students are advised to seek medical advice from their health care professional before enrolling in courses as pre-existing medical conditions impacting on course participation will not be taken into consideration for refunds.	
iv	Community Program students may transfer to another course of equal cost (or more on payment of the difference) in the same term, or semester for a semester long course, depending on availability. All such transfers are subject to the conditions of the Refund of Fees Policy. Deferment from one term or semester to the next is not possible unless Pines Learning has been forced to close due to an unforeseen event or natural disaster.	
3	Exceptions	Course Coordinator
i	Instances of severe illness or exceptional circumstance will be assessed on a case-by-case basis. The student is required to complete the relevant refund request form and provide a Medical Certificate, if applicable, or other supporting documentation to be considered by the Coordinator or General Manager for review.	
ii	A student withdrawing from a course, the fee for which is being paid using an instalment plan, will be required to pay the remaining pro-rata cost of the course, this balance being payable on receipt of an invoice from Pines Learning.	
iii	A refund will not be issued if a student is asked to leave a course by Pines Learning for not abiding by any policies listed in the Student Handbook, and accepted at the time of enrolment.	