



POLICY STATEMENT

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Initialed by:	Dianne Lacaze – President, Board

POLICY No 4: Refund of Fees

Background:

This policy is designed to ensure that the refund of course fees is in line with the principles of fair trading and the guidelines of the relevant funding providers.

Purpose:

1. To provide a process for staff to determine when a full or part refund may be given.
2. To ensure students enrolling in courses at Pines Learning are aware of the refund policy.

Applicability:

This policy applies to all 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 due. Students enrolling in courses at Pines Learning are referred to the refund policy in the Student Handbook and on the Pines Learning website. On signing the enrolment form students are agreeing that they have sighted and agreed to the contents of the student handbook including the refund policy.

Policy:

Responsible party

1. Course Withdrawals / Cancellations

Coordinators

- i All students not completing courses are required to submit a "Refund Request/Course Withdrawal Form" whether seeking a refund or not. These are available at reception
- ii Refunds will be issued in full if a course is cancelled by Pines Learning prior to the scheduled commencement date.

Admin Staff

2. Government Funded Courses

- i A completed "Refund Request/Course Withdrawal Form" must be submitted within 4 weeks of the start of the course for a refund to be given.
- ii If item 2(i) is completed then the tuition fees, in excess of the minimum fee, and student services and amenities fee will be refunded.
- iii A full refund will be given on production of a Medical Certificate, prior to the course commencing, which indicates incapacity to undertake the course.
- iv If the course has progressed further than 4 weeks, a pro-rata refund will be calculated upon production of a Medical Certificate confirming incapacity to undertake the remainder of the course.

4. All other courses

- i A completed "Refund Request/Course Withdrawal Form" needs to be submitted at least 7 days before the start of the course for a refund to be given.
- ii An administrative fee of 20% or \$15 (whichever is lower) will be deducted from the fees refunded.
- iii A full refund will be granted for any fee-for-service course on production of a Medical Certificate prior to course commencement. The Medical Certificate must indicate incapacity to undertake the course.
- iv If the course has already commenced a pro-rata refund will be calculated upon production of a Medical Certificate confirming incapacity to undertake the remainder of the course.
- v Participants are advised to seek medical advice from their health care professional before enrolling in courses since pre-existing medical conditions impacting on course participation will not be taken into consideration for refunds.
- vi If a course has already commenced, a pro-rata refund will be given if a course is cancelled by Pines Learning.
- vii Students may transfer to another course of equal cost (or more on payment of difference) in the same term, or semester for a semester long course, depending on availability. All such transfers are subject to conditions of the Refund Policy. Deferment from one term or semester to the next is not possible unless the Centre has been forced to close due to an unforeseen event (refer to Policy no. 2: Centre closure due to unforeseen events).
- viii All requests for refunds must be lodged before the end of the course.

5. Exceptions

- i Cases of severe illness or unfortunate circumstance will be assessed on a case by case basis.
- ii A student withdrawing from a course, the fee for which is being paid using an installment plan, will be required to pay the full cost of the course, the balance being payable on receipt of an invoice from the Centre.
- iii A refund will not be issued if a student is asked to leave a course by Pines Learning for not abiding by the classroom conduct guidelines listed in the Student Handbook, and accepted at the time of enrolment.