

Policy 4 Refund of Fees

Background:

This 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 a 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, Staff, Board of Management

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. 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

<u>Policy:</u>		Responsible party
1.	Course Withdrawals / Cancellations	Reception Staff
i	All accredited and pre accredited students not completing courses are required to submit a "Course Withdrawal Form/Refund Request" 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 "Community Program 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. In the event of accredited courses, where possible, students will be referred to alternative organisations to facilitate completion of the course.	
v	All requests for refunds must be lodged before the end of the course or term.	
2.	Accredited Courses	Course Coordinators
i	A non-refundable administration cost of \$150 will be incurred if a student enrolls in a course and then withdraws prior to the course commencement.	
ii	Where a student withdraws from a course by completing the withdrawal form, within the first 4 weeks of the course commencement, a pro-rata refund minus the administration cost of \$150 will be provided.	
iii	If the course has progressed further than 4 weeks, no refund will be due unless a Medical Certificate, which indicates an incapacity to undertake the course, is provided. In this instance a refund will be calculated as per point 2ii.	
iv	A pre-existing medical condition impacting on course participation including practical placement not disclosed prior to enrolment, will not be considered for a refund.	
v	In the event a student withdraws, cancels or transfers prior to the completion of their qualification, a Statement of Attainment will be produced for all units assessed as "Competent" provided the student has paid the course fees in full.	
3.	All other courses	Reception Staff
i	If a student has enrolled in a course and then withdraws prior to the commencement, a completed "Course Withdrawal Form/Refund Request" needs to be submitted for a refund to be provided. An administrative charge of 20% 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. In this instance a pro-rata refund will be calculated with an administrative charge of 20% of the total course fees to be retained by Pines Learning.	

iii	Exempted from point 3ii are community program students. 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 and a completed "Community Program Refund Request Form" is provided. In this instance a pro-rata refund will be calculated with an administrative charge of 20% of the remaining course fees will be retained by Pines Learning.	
iv	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.	
v	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 the Centre has been forced to close due to an unforeseen event or natural disaster.	
4.	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 a "Course Withdrawal Form/Refund Request" and provide a Medical Certificate, if applicable, or other supporting documentation to be considered by the Coordinator or Centre 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 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 any policies listed in the Student Handbook, and accepted at the time of enrolment.	