



POLICY STATEMENT

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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. 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 learners are aware of the Refund of Fees policy prior to enrolment.

Applicability:

This policy applies to all learners enrolling and undertaking courses at Pines Learning. The policy outlines guidelines for staff and learners when determining if a refund is due and the amount. Refunds may be provided to learners, 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 Learner Handbook. On signing the enrolment form learners are agreeing that they have sighted and agreed to the contents of the Learner Handbook including the Refund of Fees policy.

Related Policies:

Policy 23- Learner fees and charges policy

<u>Policy:</u>		Responsible party
1.	Course Withdrawals / Cancellations	Reception Staff
i	All accredited and pre accredited learners 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	Exempted from point 1i are community program learners not requesting a refund of fees. These learners 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	

	<p>provided. Any incidental fees for goods, services and materials that have not been used prior to the cancellation date will also be refunded.</p> <p>In the event of accredited courses, where possible, learners will be referred to alternative organisations to facilitate completion of the course.</p>	
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 learners enroll in a course and then withdraw prior to the course commencement.	
ii	Where a learner 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 incapacity to undertake the course, is provided. In this instance a refund will be calculated as per point 2ii.	
iv	In the event a learner withdraws, cancels or transfers prior to the completion of their qualification, a Statement of Attainment will be produced for the units deemed "Competent" providing the learner has paid the course fees in full.	
3.	All other courses	Reception Staff
i	If a learner 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 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 learners. If a course has already commenced no refund will be due unless a Medical Certificate, which indicates 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	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.	

v	Learners 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 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 (refer to Policy no. 2: Centre closure due to unforeseen events).	
4.	Exceptions	Course Coordinator
i	Instances of severe illness or exceptional circumstance will be assessed on a case by case basis. The learner 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 learner 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 learner is asked to leave a course by Pines Learning for not abiding by any policies listed in the Learner Handbook, and accepted at the time of enrolment.	