

## Refund

### Organisational Area

ORGANISATION

### Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 14<sup>th</sup> of April 2025.

### Review Date

This policy will be reviewed every three years or sooner if required.

### Scope

This policy applies to all Park Orchards Community House & Learning Centre Inc. (POCH&LCI) staff involved in invoicing, payment collection, and the processing of refunds for courses and childcare services.

It also applies to all students enrolling in and undertaking courses at POCH&LCI, including accredited, pre-accredited, and community programs—whether government-funded or fee-paying.

It also applies to all families using the POCH&LCI childcare service.

### Objective

The objective of this policy is to provide clear, fair, and consistent guidelines for the invoicing, collection, and refunding of course and childcare fees at (POCH&LCI). It aims to:

- Provide a transparent policy for staff to determine when a full or partial refund may be given.
- Ensure students enrolling in courses and families using childcare are fully informed of the Refund Policy.
- Ensure the refund policy reflects POCH&LCI's community values and aligns with our contractual and compliance obligations with government and funding bodies.

### Policy

The POCH&LCI Refund of Fees Policy aligns with our community values and ensures compliance with our contractual obligations to government and funding bodies. We are committed to providing a fair and transparent process for all refunds related to course fees and childcare services. This policy outlines the circumstances under which refunds may be granted and the procedure for requesting a refund.

### Vocational Education & Training (VET)

#### Withdrawal

All students who do not complete a course are required to submit a *Student Withdrawal from Course Form*, regardless of whether a refund is being sought. This form is available on our website or from the office.

- If a student withdraws from a course at least 10 working days prior to the scheduled commencement date, they are eligible for a full refund.

- If a student withdraws less than 10 working days prior to the scheduled commencement date, or fails to submit a formal withdrawal, no refund will be provided. However, a refund may be granted at the discretion of the Manager.
- If a student withdraws after the course has commenced, they are not entitled to a refund, but a pro-rata refund may be considered at the Manager's discretion.

### **Cancellation by POCH&LCI**

- If POCH&LCI cancels a course prior to the scheduled commencement date, a full refund of all fees paid will be issued.
- If a course is cancelled after commencement, POCH&LCI will refund the unexpended portion of tuition fees. A pro-rata refund will also be provided for any student services, amenities, materials, goods, or services that were paid for but not used prior to the date of cancellation.

### **Credit Transfer**

If a student has paid tuition fees for units that are no longer required due to a credit transfer (CT) based on recognised Statements of Attainment, POCH&LCI will refund the tuition fees for the applicable unit(s).

### **RPL**

If a student has paid tuition fees that are no longer required due to Recognition of Prior Learning (RPL), POCH&LCI will refund the difference between the tuition fees paid and the fees payable for the adjusted hours of tuition. (Note: Assessment fees for Recognition of Prior Learning are still applicable.)

### **Community and ACFE Courses**

#### **Student Withdrawal**

If a student withdraws from a course at least 5 working days, prior to the scheduled commencement date of a course, the student is eligible for a full refund of course fees less an administration fee.

- If a student withdraws from a course less than 5 working days prior to the scheduled commencement of course the student is not entitled to a refund but may be granted a full or a pro-rata refund less an administration fee at the discretion of the Manager.
- If a student withdraws from a course after the course has commenced the student is not entitled to a refund.
- Students are not eligible for refunds due to being absent from a class.

### **Cancellation by POCH&LCI**

- If POCH&LCI cancels a course prior to the commencement date a full refund will be given.
- If POCH&LCI cancels a course, or a class, after commencement a pro-rata refund will be given.

### **General**

#### **Refund Requests**

To request a refund, students and families must complete a Refund Request Form, available on our website or from the office. All refund requests will be processed in accordance with this policy. Refunds will be issued in the original payment method where possible.

#### **Payment of Outstanding Fees**

Students withdrawing from a course who have been paying via an authorised instalment plan are required to settle any outstanding balance of fees.

#### **Refunds Due to Misconduct**

No refund will be issued if a student is asked to leave or excluded from a course due to a breach of the classroom conduct guidelines outlined in the Student Handbook, which the student agreed to upon enrolment.

## Childcare

### Withdrawal with Sufficient Notice

A refund will be issued if the parent or guardian withdraws their child from care and provides at least 48 hours' notice, as outlined in our policy.

Cancellations made less than 48 hours before the session will not be eligible for a refund.

### Service Cancellation by POCH&LCI

If POCH&LCI cancels a childcare session or program due to low enrolments, staffing issues, or other unforeseen circumstances, a full refund will be given

### Extended Absence Due to Exceptional Circumstances

Refunds may be considered for extended absences due to illness, medical conditions, or family emergencies, where appropriate documentation (e.g. medical certificate) is provided.

### Ineligibility for CCS Payment

If a family is charged full fees due to a delay in CCS approval but later becomes eligible and back payments are processed, any overpaid out-of-pocket amounts may be refunded.

### Administrative or Billing Errors

If an error is identified in billing or fee calculation, resulting in an overpayment, the overpaid amount will be refunded to the family's account.

### Non-Attendance on First or Last Day of Care

In accordance with CCS rules, if a child does not attend their first or last booked day of care, CCS is not payable. In these cases, the parent may be liable for full fees, and a refund would **not** usually be granted unless an exception is approved.

To ensure proper financial tracking and compliance with government regulations, refunds are processed through traceable methods, such as bank transfers or credit cards. Refunds cannot be paid in cash

## Definitions

**Administration Fee:** A non-refundable fee charged to cover the administrative costs associated with processing a withdrawal or refund request.

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**CCS** Child Care Subsidy is a payment from the Australian Government that helps families with the cost of childcare. The CCS is paid directly to approved childcare services to reduce the fees that eligible families pay.

**Credit Transfer:** The process of transferring academic credit from one course or program to another, usually based on equivalent learning outcomes, such as when a student has completed similar units elsewhere.

**Deferment:** The process by which a student requests to delay their participation in a course to a later session or term.

**Discretion of the Manager:** Refers to the authority of the POCH&LCI Manager to make decisions regarding exceptions to the standard refund policy based on individual circumstances.

**Pro-rata Refund:** A partial refund calculated based on the proportion of the course or service that has been used or completed. Typically issued if the course or service is cancelled or withdrawn from after commencement.

**Recognition of Prior Learning (RPL):** A process that allows students to gain credit for skills and knowledge acquired through previous work, life experiences, or formal education, without the need for further training or assessment.

**Service** an approved early childhood education and care provider that offers programs for children

**Standards** means the Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

**VET** means Vocational Education and Training.

**Withdrawal:** The act of formally discontinuing participation in a course by a student.

## Related Documents

Childcare Family Handbook  
Fees & Charges Policy  
Monitoring of Student Progress & Participation Policy  
Refund Procedure  
Refund Request Form  
Student Enrolment Procedure  
Student Fees & Charges Agreement  
Student Information Handbook  
Withdrawal from Course Form

## Document Locations

Policies and Procedures Manual  
Website

## Related Legislation

Standards for Registered Training Organisations (RTOs) 2025

## Area of Compliance

Children's Services Act 1996 & Children Services regulations 2020  
Standards for Registered Training Organisations (RTOs) 2025 Outcome 2.1 (1, 2), National Vet Regulator  
Compliance Standards: 18 and 20