



Refund

Organisational Area

ORGANISATION

Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 4th of April 2023.

Review Date

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

Scope

This policy applies to all staff involved in the invoicing, collection and refunding of payments for courses and childcare.

This policy also applies to all students enrolling and undertaking courses at Park Orchards Community House & Learning Centre Inc. This policy applies to refunds for all courses (accredited, pre accredited and community programs), whether the student is receiving government funded training or paying a fee for the training service.

This policy also applies to Families using the POCH&LCI Childcare service.

Objective

To provide a transparent policy for staff to determine when a full or part refund may be given and to ensure students enrolling in courses, and families using Childcare, are aware of the Refund Policy. To ensure that POCH&LCI's refund policy is consistent with the organisation's community values and meets our contractual compliance with government and funding bodies.

Policy

POCH&LCI student refund policy of course fees is consistent with our community values and meets our contractual compliance with government and funding bodies.

Vocational Education & Training (VET)

Withdrawal

All students not completing a course are required to submit a Student Withdrawal from Course Form, whether or not a refund is sought (available on our website and from the office),

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

- Students who withdraw from a course less than 10 working days prior to the scheduled commencement of course, or who do not formally withdraw, are not entitled to a refund but may be granted one 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 but may be granted a pro-rata refund at the discretion of the Manager.

Cancellation by POCH&LCI

- If POCH&LCI cancels a course prior to the commencement date a full refund will be given.
- If a course is cancelled by POCH&LCI at any time during the period of a student's enrolment, then POCH&LCI will refund the unexpended tuition fees. The pro-rata portion of fees for any student services, amenities, materials, goods and services that have not been used prior to the date of cancellation shall be refunded.

Credit Transfer

If a student has paid a tuition fee which is no longer required because of transfer of credit due to recognised Statements of Attainment, POCH&LCI will refund the tuition fee for the recognised unit/s.

RPL

If a student has paid a tuition fee which is no longer required because of recognition of prior learning (RPL), POCH&LCI will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken. (NOTE: There are fees payables for assessment for recognition of prior learning)

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.

Childcare

- Cancellation up to 24 hours before the session – a credit or refund will be given.
- Cancellation of less than 24 hours no credit or refund will be given.
- If Childcare is closed by POCH&LCI a full refund will be given.

General

- A withdrawing student who has been paying via an authorised instalment plan shall pay the balance of fees outstanding.
- Deferment from one class to another is at the discretion of the Manager of Park Orchards Community House & Learning Centre. Consideration will be given to unfortunate, unforeseen personal circumstances.
- A refund will not be issued if a student is asked to leave, or is excluded from a course, for not abiding by the classroom conduct guidelines in the Student Handbook which were accepted by the student on enrolment.

Definitions

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

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

VET means vocational education and training.

Related Documents

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

Document Locations

Policies and Procedures Manual
Website

Related Legislation

Standards for Registered Training Organisations (RTOs) 2015

Area of Compliance

ASQA Standards Clauses 5.3, 7.3 and Schedule 6

Date reviewed	Version	Details of changes (if any)	Date of next review
	1	Original document	
21/10/2015	2	Updated to new template Combine two refund policies into one document General Review	21/10/2018
28/06/2017	3	Update to VRQA guidelines 2016	28/06/2020
26/11/2019	4	Updated community refund policy to be 5 days rather than 10	26/11/2022
25/02/2020	5	Removed 20% fee charged on childcare refunds	25/02/2023
15/04/2020	6	Updated refund wording for accredited courses	15/04/2023
16/02/2022	7	Update ASQA Compliance	16/02/2025
05/09/2022	8	Update Community and ACFE policy	05/09/2025
04/04/2023	9	Added 'less administration fee 'on refunds	04/04/2026

Master document is the Electronic File.

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