

<b>Title:</b>	<b>Document Number:</b> <b>MOPO 9-2-1/02-06</b>
<b>Refunds of Fees and Charges Policy</b>	<b>Custodian:</b> <b>Community College Manager</b>

## **Purpose**

This policy and procedures dictate MADEC's Refunds of Fees and Charges for enrolments into Government Funded and Fee for Service courses conducted by MADEC, to ensure that students receive access to services at fees set out by the Ministerial Directions to Regional Councils of Adult Community and Further Education and Skills Victoria.

## **Scope**

This policy applies to Community College.

## **References**

Adult Community and Further Education Act 1991 - Ministerial Directions to Regional Councils of Adult Community and Further Education (Amendment) 2004.  
Ministerial Directions – 'Directions about Fees and Charges'.  
DFEEST (SA) Guidelines to fees and charges.

## **Definitions**

Enrolment Period - Continuous 12 month period of enrolment

## **Statement of Policy**

Application for refund of training program fees or charges must be in the prescribed form available from reception stating the reason for the request and accompanied by relevant receipts. Where a student withdraws from a training program, they are required to complete a Withdrawal and/or Refund form to support the application. Where a student adds or deletes subjects they are required to complete an Enrolment Variation form to support the application.

The refund is subject to the return of any property or materials belonging to MADEC which may be in the student's possession and the completion of relevant forms (withdrawal and/or Refund Form/variation, Form/RPL/Credit Transfer monies owing). Outstanding liabilities to MADEC including non-payment of any fee will be deducted from the refund due and the remaining balance paid to the student.

The Community College Manager and General Manager Operations will be responsible for assessing and approving refunds based on eligibility criteria.

Ten days is required to process a refund application.

## Basis for Obtaining a Refund

### Training Program withdrawal

A full refund of all fees will be processed by MADEC and a cheque forwarded to students automatically, if a training program is cancelled by MADEC.

### MADEC Accredited Training Program

If a student withdraws, by written notice, from a MADEC accredited training program at any time before classes commence, then MADEC will retain a 10% Administrative Fee.

If a student withdraws, by written notice, from a Victorian Government funded accredited training program (**other than at the Skills Deepening Level**) at any time within four weeks of the commencement of classes in that training program, then MADEC will retain the minimum Tuition fee, as per MADEC's Student Fees and Charges Policy and refund to the student the remainder of the Tuition fee, and pro-rata of unused Materials Fee paid.

Students who withdraw by written notice after four weeks from the commencement of classes will only be eligible for refund, pro-rata of Materials Fees and will not be eligible for any refund of Tuition Fee within ten weeks of withdrawal date.

Students transferring from full-time study or from one training program to another of fewer hours within four weeks of class commencement may apply for a refund of the difference between the training program fees, if any.

Students who have applied and have been granted RPL or Credit transfer exemptions for subjects in their training program, may apply for a refund of the difference, if any, between the tuition fees paid and the training program fees payable on the remaining subjects required to achieve the training program credentials. These fees will be calculated on nominal hours. Students will be levied a charge for the full cost recovery of the RPL process not exceeding the tuition fee for that unit(s) of study.

Students who cancel their enrolment at any time within four weeks after commencement of classes to take up a place offered to them in another educational institution may apply for a full refund of fees. Evidence of the offer must be produced with the application for refund.

### Skills Deepening Courses

Students, who withdraw from a Skills Deepening Course at any time less than 20% of the total study unit period (School Term as prescribed by the relevant Government of the State in which the training is being delivered), will be eligible for a refund of any tuition fees paid.

If a student withdraws from a Skills Deepening Course after completing 20% or more of a unit of study, they will be liable for the full tuition costs of the entire unit of study, with no refund eligibility.

### Fee for Service Programs

Students who withdraw by written notice from a training program before classes commence are eligible for a full refund of the Materials Fee, however MADEC will retain a 10% Administrative charge from the Fee for Service charge.

Students who withdraw by written notice from a course after classes have commenced (regardless of attendance or non-attendance) are only eligible for a refund of the unused Material Fee and any tuition component beyond ten weeks from date of withdrawal.

## **Associated Quality Documents**

Student Enrolment Form

Fee for Service Enrolment Form

Payment Plan Application Form

Claim for Reduced Enrolment Fees Form

## **Review**

This policy will be reviewed on a periodic annual basis (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed: 28.02.03 – Authorised by the Chief Executive Officer

Reviewed: 26.04.05 – Authorised by the Chief Executive Officer

Reviewed: 27.01.06 – Authorised by the Manager Education and Training Services

Reviewed: 12.02.08 – Authorised by the Community College Manager

Reviewed: 21.01.09 – Authorised by the Community College Manager

Reviewed: 23.06.09 – Authorised by the Community College Manager

Reviewed: 18.01.10 – Authorised by the Community College Manager

Reviewed: 24.12.10 – Authorised by the Community College Manager

## **Custodian**

David Zacher

Community College Manager