Withdrawal and Refund Procedure

PURPOSE

The purpose of this procedure is to describe the process for the withdrawal of a student from a program and the process for the refund of fees paid.

SCOPE

This procedure applies to all students enrolled in programs across all sites.

RESPONSIBILITIES

The Community College Manager has overall responsibility for ensuring compliance with this procedure.

It is the responsibility of all trainers to comply with the requirements of this procedure.

Definitions

Accredited Program  Programs which provide state and/or national recognition in accordance with the Australian Quality Framework

Actively Engaged  Any learning activity undertaken by a student as part of the delivery of a unit of competency or module. A teacher need not be directly involved in this learning activity.

Amenities Fee  A compulsory non-academic fee for some training programs for the purpose of providing services and facilities to students (Applies to Victoria Only)

Approved Reason  Non-attendance due to exceptional circumstances includes:

- Illness or disability of the student; or
- Death or serious illness of a close member of the students family (parent, sibling, spouse, child or grandparent); and
- Are subject to the provision acceptable documentary evidence in support of reason.

Concession  A concession on the standard hourly tuition fees. This does not apply to the Amenities Fee and Materials Fee.

Designated Period  For students with classes scheduled on a weekly basis, the designated period would be four consecutive scheduled class attendance weeks; and For students studying flexibly the designated period would be four consecutive weeks of no trainer contact.

Eligible Student  A student who is entitled to a government subsidised placed in an accredited program

Enrolment Period  Calendar Year

Full Fees  A fee charged on a full cost recovery basis as defined by the MADEC. This fee may be due to not being eligible for a government subsidised place or the course is non-accredited.
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**Materials Fee**
A fee charged that covers the cost of items such as class materials, textbooks, leaner guides, resources and other incidentals that are kept by the student as their personal property (Applies to Victoria Only)

**Student Fee**
The fee that is charged to an eligible student for the provision of all training and assessment services necessary to complete a course, but excluding incidental expenses. (Applies to South Australia Only)

**Tuition Fee**
A fee set by MADEC which is calculated based on a defined hourly rate. The rate will vary according to the level of government subsidy, if any (Applies to Victoria Only).

**Procedure**

Students are informed of the withdrawal process during the enrolment process, at orientation or when students advise of their intention to withdraw.

Students may choose to withdraw themselves from a program at any time.

The withdrawal of a student from a program may be MADEC initiated.

A refund is subject to the return of any property or material belonging to MADEC, which may be in the student’s possession.

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, organisation or third party who originally paid.

The Student Records Officer will be responsible for assessing and processing refunds based on the refund criteria.

A minimum of ten days is required to process a refund application.

**Student Initiated**

The student must request a withdrawal form and refund form if applicable from the relevant site administration officer.

The student completes the withdrawal form and refund form if applicable and returns it to the relevant site administration officer.

The relevant trainer determines the units that the student will be withdrawn from, records this on the withdrawal form, authorises the withdrawal and lists the actual date of their last day of attendance or if they haven’t attended, the date of their withdrawal.

The withdrawal form and refund form if applicable is forwarded to the Student Records Officer who will determine if the student is eligible for a refund based on the refund criteria.

The withdrawal form and refund form if applicable is then forwarded to the Community College Manager for authorisation and then returned to the Student Records Officer for processing.

For refunds and termination of Direct Debits and Centrepay plans a copy of the refund form is to be forwarded to finance for processing.

**MADEC Initiated withdrawal**
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If MADEC cancels a program after students have enrolled, the relevant administration officer will inform the student in a timely manner and complete a refund form with all fees associated with the program being refunded.

Students will be formally withdrawn from a program by MADEC where they have not attended for a designated period without an approved reason, or for disciplinary reasons.

If a student fails to be actively engaged in training for a period of longer than two weeks the relevant trainer will notify the relevant administration officer to advise the student of MADEC's withdrawal procedure by sending the approved withdrawal letter.

If a student fails to be actively engaged in training during the designated period and also fails to provide proof of an approved reason, the relevant teacher will instigate the withdrawal process on behalf of the student by completing a withdrawal form and forwarding to Student Records for processing as per above.

**Refund Criteria**

**Accredited Program**  
Where the program is cancelled by MADEC a full refund of fees will be refunded to the student.

Where a student initiates a withdrawal by written notice at any time up until commencement, a full refund of fees will be provided less an administration fee of $50.

Where a student withdraws after commencement, MADEC will retain all fees except unused materials fee for Victoria. This does not apply to South Australia.

If a student receives a valid concession after enrolment and provides evidence of this to MADEC within 30 days (HCC must be dated prior to commencement on enrolment form), the concession rate will be applied. (This applies to Victoria only)

Where a student has been granted Credit Transfer exemptions for units in the program, the student may apply for a refund of any fees charged for that unit/s.

Refunds outside of the scope of this procedure may be considered on compassionate grounds. In this instance the request will be determined on a case by case basis at the discretion of either the Community College Manager or South Australia Education & Training Manager depending on the State in which the request is being made.

**Fee for Service Programs/Short non Accredited Programs**

Where MADEC cancels the program a full refund will be issued.

Where a student withdraws prior to commencement of the program they will receive a full refund less an administration fee of $50.

Where the student withdraws from a course after commencement (regardless of attendance or non-attendance) the student is not eligible for a refund.

**CUSTODIAN:** Community College Manager

**REFERENCES**

Standards for NVR Registered Training Organisations  
Skills Victoria Guidelines about Fees  
Skills for All