



Name: SMP4 Refund Policy

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Approved by: Julie Bowry - Needham

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Review by: August 2016

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## SECTION 1 - INTRODUCTION

### PURPOSE

The purpose of this policy is to provide a consistent approach to the handling of refunds for students which meets SRTO standards and, where applicable, state funding contracts.

### SCOPE

This policy applies to the refund of student co-contribution fees paid by Practical Outcomes students. Refunds may be provided to students, their employers or any other agency which has paid the course fee on behalf of a student. Practical Outcomes is committed to the fair and transparent application of fees and charges, including the processing of refunds. This policy outlines the circumstances in which a student may receive a full or partial refund of their tuition fees.

This policy applies to following:

- Senior Leadership Team
- Regional or Program Managers
- Administration Staff
- Finance Staff
- Students – and those paying fees on their behalf.

### DEFINITIONS

Word/Term	Definition
Tuition Fee	The tuition fee for the delivery of the training.
Full refund	Where a student receives a full refund of the tuition fee.
Partial refund	Where the student receives a partial refund of the tuition fee.

### LEGISLATIVE CONTEXT

Name	Section
SRTO Standards	Standard 5.3
Smart and Skilled Fee Administration Policy	Fee Refunds Page 10



## SECTION 2 - POLICY

### PRINCIPLES

Practical Outcomes is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student may receive a full or partial refund of their tuition fees.

### POLICY

<b>1</b>	<b>Full Tuition Fee Refunds</b>
1.1	<b>Practical Outcomes cancels a course</b> Where Practical Outcomes cancels a course, a full refund including tuition fee and any materials fee will be offered. Practical Outcomes will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may request a full refund instead. The materials must be returned in a re-sellable condition to receive a refund of the materials fee.
1.2	<b>Student withdraws prior to commencement</b> Where a Victorian Government funded student withdraws from a course prior to the course commencement date, a full refund of the tuition fee will be provided. Where a non-government funded student withdraws from a course with 7 days' notice prior to the course commencement date, a full refund of the tuition fee will be provided.
1.3	<b>Student does not meet LLN requirements</b> Where a student has been assessed as not having the language, literacy and numeracy skills at the appropriate level to the course in which they have enrolled and therefore cannot commence training, a full refund of the tuition fee will be provided.
<b>2</b>	<b>Partial Refunds</b>
2.1	<b>Withdrawal Prior to course commencement</b> Where a non-government funded student withdraws from a course less than 1 week before course commencement they will receive a 90% refund of tuition fees.
2.2	<b>Withdrawal after course commencement</b> All students who withdraw within 4 weeks of course commencement will receive a 60% refund of tuition fees.
2.3	<b>Recognition of prior learning</b> Where recognition of prior learning or credit transfer has been granted after a student has been invoiced a tuition fee, the tuition fee will be recalculated and a refund of the difference will be provided to the student.
2.4	<b>Lower level qualifications</b> Where a student has withdrawn from a qualification but has completed all the requirements for a lower level qualification which attracts a lower student fee, the tuition fee will be recalculated and a refund of the difference will be provided to the student.
2.5	Where a student is required to withdraw not of their own accord (for example, where the RTO closes or where the RTO is no longer approved to deliver Victorian Government funding) a pro-rata refund will be provided for any training and assessment not yet delivered.



	The student will be provided with a Statement of Attainment of completed units of competency within 21 days and will be referred to an alternative training organisation
<b>3</b>	<b>No Refund</b>
3.1	Students who withdraw after 4 weeks of commencement will not be eligible for a refund.
3.2	Where a student's enrolment is cancelled by Practical Outcomes due to a breach of the Discipline Policy (SMP 21) no refund will be provided. A student has the right to appeal the decision to cancel enrolment due to a breach of the Discipline Policy (SMP21).
<b>4</b>	<b>Exceptional Circumstances</b>
4.1	In exceptional circumstances the General Manager – Operations may authorise a partial refund of the tuition fee for a student who withdraws 4 weeks after the course commencement date. The proportion of fees to be refunded will be at the discretion of the Operations Manager and take into consideration how much of the course the student has completed.
<b>5</b>	<b>Notification of withdrawal and requests for refunds.</b>
5.1	Withdrawals must be requested in writing on an Enrolment Variation Form or via email if prior to course commencement.
<b>6</b>	<b>Payment of refunds</b>
6.1	Refunds will be paid to the nominated bank account within 14 days of the Enrolment Variation Form being submitted to Practical Outcomes.
<b>7</b>	<b>Complaints and Appeals</b>
7.1	If a student is dissatisfied with the decision they can follow the complaints and appeals process as described in SMP1 Student Grievance Policy and Procedure

## Summary of Refund Policy

Situation	VTG Funded Student	FFS Student
Practical Outcomes cancels course	Full Refund	Full Refund
Student withdraws before course commencement	Full Refund (written notice required but no notice period required)	Full Refund (student must give 7 days' written notice)  90% Refund (less than 7 days' written notice)
Practical Outcomes withdraws as a result of LLN assessment	Full Refund	Full Refund
Student withdraws within 4 weeks of commencement	60% refund	60% refund
Student withdraws later than 4 weeks after commencement	No refund	No refund
Practical Outcomes closes	Pro-rata refund calculated	Pro-rata refund calculated
Practical Outcomes no longer VTG funded provider	Pro-rata refund calculated	Pro-rata refund calculated



Recognition of prior learning	Refund of the difference in tuition fee	Not applicable
Low level qualification achieved	Refund of the difference in tuition fee	Not applicable
Exceptional Circumstances	At discretion of OM – based on % of course completed	At discretion of OM – based on % of course completed
Refund of Materials Fee	At discretion of OM – based on Re-saleability of text books.	At discretion of OM – based on Re-saleability of text books.

## SECTION 3 – PROCEDURE

### PROCEDURE

	<b>Procedure steps</b>	<b>Responsibility</b>
1.	Automatic full/partial refund – student withdraws prior to class commencement or within 4 weeks of commencement	
1.1	Enrolment Variation Form (SMF11) is completed by Sales and Marketing Staff member on behalf of student if student has not commenced. If student has commenced Enrolment Variation Form (SMF11) is completed by student or trainer on behalf of student and forwarded to the Program/Regional Manager. Enrolment Variation is noted in Wise.NET.	Direct Sales Manager or Program/Regional Manager.
1.2	Refund is approved according to policy above and forwarded to Finance.	Operations Manager
1.3	Refund is processed into student's account by EFT. Refund is noted in Wise.NET. Enrolment Variation Form (SMF11) is forwarded to Administration Department.	Finance Manager
1.4	Enrolment is cancelled in Wise.NET according to the Enrolment Variation Form (SMF11).	Administration Manager
1.5	Enrolment Variation Form (SMF11) is filed and archived with student's enrolment paperwork.	Administration Manager
2	<b>Request for Refund – Exceptional Circumstances</b>	
2.1	Written request for refund is received and attached to Enrolment Variation Form (SMF11) and forwarded to the Training Manager. Enrolment Variation is noted in Wise.NET.	Program/Regional Manager.
2.2	Refund is approved or declined	Training Manager
2.3	If refund is declined, student is advised of reason by phone or in writing.	Training Manager
2.4	If approved, refund is paid into student's bank account, student is notified of refund and journal note is made in Wise.NET.	Finance Manager
3.	<b>Request for Refund – Materials Fee</b>	



3.1	Student requests refund of materials fee and presents materials to Program Manager to check for re-saleability.	Program/Regional Manager
3.2	Program Manager approves or declines request for refund depending on whether Practical Outcomes can resell the materials.	Program/Regional Manager
3.3	If approved, email is sent to Finance authorising the refund.	Program/Regional Manager
3.4	Refund is paid into student's bank account, student is notified of refund and journal note is made in Wise.NET.	Finance Manager

## SUPPORTING DOCUMENTATION

### Forms and Records Management

	Retention Time	Retention Location
SMF11 Enrolment Variation Form	7 Years	Archived in student file

### Related Material

Name	Location	Document Type
Student Grievance (academic and non-academic) Policy	SMP 1	Policy and Procedure
Deferral ,Suspension & Cancellation Policy & Procedure	SMP 11	Policy
Discipline Policy	SMP 21	Policy

## SECTION 4 - GOVERNANCE

### RESPONSIBILITY

<b>Policy Owner</b>	CTG General Manager – Quality and Compliance
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### VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	30 January 2015	Marcus Sellen	Creation of Policy & Procedures
2	8 August 2015	Julie Bowry - Needham	Review of Policy, re-format policy.

## POLICY & PROCEDURE DIRECTORY REQUIREMENTS

<b>CATEGORY</b>
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SMP4 Refund Policy Practical Outcomes V5

Please Note: Printing this document may make it obsolete. For the latest version of this policy always check the Policy and Procedures Directory



Q drive – Quality and Compliance

**KEYWORDS**

Refund, withdrawal, exceptional circumstances, discipline, fee