

Name: SMP 4 Refund Policy

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Approved by: Julie Elvidge

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Review by: June 2018

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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 Standards for Registered Training Organisations and, where applicable, state funding contracts.

### SCOPE

This policy applies to the refund of fees paid for the delivery of courses to students. Royal College of Healthcare does not accept prepaid fees in excess of the threshold prepaid fee amount as per the Standards for Registered Training Organisations being \$1500. Refunds may be provided to students, their employers or any other agency which has paid the fees on behalf of a student.

- Senior Leadership Team
- Program Coordinator/ Regional Manager/ Training Manager
- 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.
Materials fee	A charge to cover the cost of manuals or other materials required by the student for a specific. These items remain the property of the student.

### LEGISLATIVE CONTEXT

Name	Section
SRTO Standards	Standard 5.3, 7.2
State Funding Contracts.	Service Agreement



## SECTION 2 - POLICY

### PRINCIPLES

Royal College of Healthcare 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

1	Funding Sources	Full Tuition Fee Refunds
1.1	All	<p><b>Royal College of Healthcare cancels a course</b></p> <p>Where Royal College of Healthcare cancels a course, a full refund including tuition and material fees will be offered. Royal College of Healthcare 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 of fees paid instead. The materials must be returned in a re-sellable condition to receive a refund of the materials fee.</p>
1.2	Certificate 3 Guarantee User Choice	<p><b>Student withdrawals prior to commencement</b></p> <p>Where a Certificate 3 Guarantee or User Choice funded student withdraws from a course prior to the course commencement date by completing and lodging the enrolment variation form and giving at least 24 hours' notice a full refund of the tuition fees paid will be provided.</p>
1.3	Fee for Service	<p><b>Student withdrawals prior to commencement</b></p> <p>Where a Fee for Service student withdraws from a course prior to the course commencement date, by completing and lodging the enrolment variation form and giving at least 7 days' notice a full refund of the tuition fees paid will be provided.</p>
2	Funding Sources	Partial Refunds
2.1	Fee for Service	<p><b>Withdrawal prior to commencement</b></p> <p>Where a Fee for Service student withdraws from a course prior to the course commencement date, by completing and lodging the enrolment variation form but with less than 7 days' notice a 90% refund will apply.</p> <p><b>Withdrawal within 4 weeks of commencement</b></p> <p>Where a Fee for Service student withdraw within 4 weeks of course commencement, completes and lodges an enrolment variation form and no more than 20 % of units have commenced and or been deemed competent a 60% refund of fees paid will apply. If more than 20% of units have been commenced or deemed competent the refund of fees will be calculated pro-rata dependant on how much contact they have had with their trainer, the length of time they have been working on the unit and whether the unit due date has been exceeded.</p>
2.2	Certificate 3 Guarantee	<p><b>Withdrawal prior to commencement</b></p> <p>Where a Certificate 3 Guarantee funded student withdraws from a course prior to the course commencement date, by completing and lodging the enrolment variation form but with less than 1 days' notice a 90% refund will apply.</p>

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2.3	Certificate 3 Guarantee	<b>Withdrawal within 4 weeks of commencement</b> Where a Certificate 3 Guarantee student withdraws within 4 weeks of commencement, completes and lodges an enrolment variation form no refund will apply.
2.4	User Choice	<b>Withdrawal after course commencement</b> Once training has commenced and a User Choice student wishes to withdraw, completes and lodges an enrolment variation form, they will receive a 90% refund of their paid tuition fees for any units that they haven't commenced and up to 50% of their paid tuition fees, dependant on how much contact they have had with their trainer, the length of time they have been working on the unit and whether the unit due date has been exceeded.
2.6	All	<b>Credit Transfer.</b> Providing no training has commenced, once required documentation has been approved and the Credit Transfer granted, a refund of 100% will be given for the unit/s of competency if the unit was included in the initial tuition fees calculation.
2.7	Certificate 3 Guarantee Fee For Service User Choice	<b>Recognition of Prior Learning.</b> No refund of tuition fees available if student applies and is eligible for Recognition of Prior Learning once their course has commenced.
<b>3</b>	<b>Funding Sources</b>	<b>No Refund</b>
3.1	Certificate 3 Guarantee Fee For Service	Students who withdraw 4 weeks or more after the course commencement date will not be eligible for a refund.
<b>4</b>	<b>Funding Sources</b>	<b>Notification of withdrawal and requests for refunds.</b>
4.1	All	Withdrawals must be requested in writing on an Enrolment Variation Form available from your consultant, trainer or the administration department, prior to course commencement.
<b>5</b>	<b>Funding Sources</b>	<b>Exceptional Circumstances</b>
5.1	Fee for Service	In exceptional circumstances the National Operations Manager 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 National Operations Manager and take into consideration how much of the course the student has completed.
5.2	Fee for Service	Exceptional circumstances are defined as those where due to illness or injury a student is unable to continue their studies and would not reasonably be able to continue after a 6 month deferment.
<b>6</b>	<b>Funding Sources</b>	<b>Complaints and Appeals</b>
6.1	All	If a student is dissatisfied with the decision they can follow the complaints and appeals process as described in Complaints and Appeals policy.

## Summary of Refund Policy



Situation	C3G Funded Student	User Choice	Smart and Skilled	Skills First Program	FFS Student
<b>Full Refund</b>					
Royal College of Healthcare cancels course	Yes 100%	Yes 100%	Yes 100%	Yes 100%	Yes 100%
Student withdraws before course commencement	Yes 100% (written notice required with at least 1 days' notice)	Yes 100% (written notice required with at least 1 days' notice)	Yes 100% (written notice required with at least 1 days' notice)	Yes 100% (written notice required with at least 1 days' notice)	Yes 100% (student must give 7 days' written notice)
<b>Partial Refund</b>					
Student withdraws before course commencement	Yes 90% (student gave less than 1 days' written notice)	Yes 90% (student gave less than 1 days' written notice)	Yes 90% (student gave less than 1 days' written notice)	Yes 90% (student gave less than 1 days' written notice)	Yes 90% (student gave less than 7 days' written notice)
Student withdraws within 4 weeks of commencement	No refund	90% for any units not commenced and up to 50% for any commenced unit dependant on trainer contact.	No refund	Yes 60% providing no more than 20% of units have commenced & or been deemed competent Apply using an enrolment variation form	Yes 60% providing no more than 20% of units have commenced & or been deemed competent Apply using an enrolment variation form
Credit Transfer	Yes 100% on unit that is credit transferred providing no training commenced	Yes 100% on unit that is credit transferred providing no training has commenced	Yes 100% refund on unit that is credit transferred providing no training has commenced	Yes 100% refund on unit that is credit transferred providing no training has commenced	Yes 100% refund on unit that is credit transferred providing no training has commenced
Recognition of Prior Learning	No refund	No refund	The department will make adjustments to the subsidy payment and	No refund	No refund



			advise the new student fee.		
Student withdraws 4 weeks or more after course commenced	No refund	90% for any units not commenced and up to 50% for any commenced unit dependant on trainer contact.	No refund	No refund	No refund
<b>No Refund</b>					
Student withdraws later than 4 weeks after course commencement	No refund	Not applicable	No refund	No refund	No refund
Exceptional Circumstances	No refund	No refund	No refund	At discretion of National Operations Manager – base on % of course completed.	At discretion of National Operations Manager – base on % of course completed.

## SECTION 3 - PROCEDURE

### PROCEDURE

	Procedure steps	Responsibility
<b>1.</b>	<b>Automatic full/partial refund – student withdraws prior to class commencement or within 4 weeks of commencement</b>	
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.	Finance 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
1.5	Enrolment is cancelled in Wise.NET according to the Enrolment Variation Form (SMF11).	Administration Manager.

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1.6	Enrolment Variation Form (SMF11) is filed and archived with student's enrolment paperwork.	Administration Manager.
<b>2.</b>	<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 General Manager Clients and Education.  Enrolment Variation is noted in Wise.NET.	Prog / Reg Manager.
2.2	Refund is approved or declined.	National Operations Manager
2.3	If refund is declined, student is advised of reason by phone or in writing.	National Operations 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
2.4	Enrolment Variation Form (SMF11) and request for refund is submitted to Administration Department for processing in Wise.NET	Finance Manager
<b>3.</b>	<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 Manager
3.2	Program Manager approves or declines request for refund depending on whether Royal College of Healthcare can resell the materials.	Program Manager
3.3	If approved, email is sent to Finance authorising the refund.	Program 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

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

### Related Material

Name	Location	Document Type
Deferral ,Suspension & Cancellation Policy & Procedure	SMP 11	Policy
Discipline Policy	SMP 21	Policy
Complaints and Appeals Policy	SMP 1	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		Marcus Sellen	Creation of policy
2	12 October 2010	Marcus Sellen	Adjustment of refund terms & conditions.
3	3 November 2010	Marcus Sellen	Specify refund will be via Electronic Funds Transfer.
4	25 January 2011	Marcus Sellen	Inclusion of cancellation without refund for breach of Discipline and Termination of Studies Policy (SMP21) Revision of refund procedure.
5	8 June 2012	Marcus Sellen	Revision of refund rules in line with 2012 Vic Government Guidelines about Fees.
6	28 August 2013	Marcus Sellen	Revision of responsibilities & retention information.
7	4 February 2015	Marcus Sellen	Revision, change of policy title (removal of domestic), removal of reference to international & inclusion of SRTO standards.
8	28 July 2016	Julie Elvidge	Reviewed and updated in line with state funding contract
9	24 February 2017	Julie Elvidge	Annual review and updated in line with state funding contract

**POLICY & PROCEDURE DIRECTORY REQUIREMENTS**

CATEGORY	
Student Management Policy	SMP4 Refund Policy Domestic - intranet

KEYWORDS
Refund, withdrawal, exceptional circumstances, discipline, fee