

POLICY – Course Fee Refund

POLICY AREA: Finance

FNPOL5

SCOPE: Commitment to clients and students

PURPOSE: To provide fair and equitable standards for course refunds that suit both OPEN CHANNEL and students.

RELATIONSHIP TO AQTF CONDITIONS OF REGISTRATION: 5

DESCRIPTION:

(1-7)

1. All OPEN CHANNEL fee refund policies will be readily available to students' prior to enrolment. Refund policies are to be clearly documented on course application forms.
2. OPEN CHANNEL will refund all payments made by an applicant if a course is cancelled or if an applicant is not accepted into a course. An option to transfer fees to an alternate course is made available.
3. Fourteen (14) working days notice is required to withdraw or transfer from a course with a full refund.
4. Within fourteen (14) working days of course start an administration fee of \$75 and a levy of 20% of the course fee may be charged.
5. On commencement of a course there will be:
 - No refunds for short courses, customised or regional training
 - A \$1000 fine for full-time or up-front qualifications, where withdrawal is upto 14 days after the agreed start date.
 - No refunds after 14 days of the agreed start date.
6. There are NO refunds for Accreditation Options on short courses.
7. Refunds are processed within 30 days of written notification. No refunds are made after two (2) months of the start date of course or date of last attendance.

RELATED DOCUMENTS:

- Refund Procedures
- Safeguarding Student Fees Policy
- Equipment Bond Procedure

REVIEW DATE

- May 2013

CONTROL

- Executive Director
- Vocational Education Training Manager
- Accountant