

POLICY & PROCEDURAL STATEMENTS

Topic: Refunds

Target Audience: Stakeholders

Students enrolled in Nationally Recognised Training courses as part of the Registered Training Organisation (RTO)
Participants enrolled in Recreational and Social Classes and Pre-accredited Training.

Policy: Avenue Neighbourhood House @ Eley Inc (ANH@E) is committed to a refund process which is prompt, accessible and easily understood by students and stakeholders whilst maintaining fair and equitable administrative practices in accordance with funding and service agreement requirements.

Course cancellation and course transfer:

ANH@E will issue a full refund if:

1. the course is cancelled.
2. the student/participant was not able to be given a place in the course due to the maximum number of places being reached.
3. the course is rescheduled to a time unsuitable to the student/participant.

Note: Students /participants are entitled to transfer to a re-scheduled course if the course fees are equivalent. If course fees for the transferred course are not equivalent, the differing amount is to be paid by the student/participant or difference refunded if fees already paid are more than cost of transferred course.

Course withdrawal:

A student wishing to withdraw from an RTO course must complete the *Withdrawal Form for RTO Classes* to commence the process to determine if a refund is applicable.

In the event of a student withdrawing from an RTO course or a participant withdrawing from a social and recreational class or pre-accredited course there may be an entitlement to a partial refund in accordance with the following

- Students who notify Avenue Neighbourhood House @ Eley Inc, that they are withdrawing from a course
 - With more than 4 weeks to commencement date, will be entitled to a full refund.
 - With less than 4 weeks to commencement date, will be entitled to a refund of fees paid,
 - less 10% of the amenities fee for Nationally Recognised Training courses.
 - less 10% of the term fee for Social and Recreational courses and Pre-accredited courses.
 - After commencement date no refund will be given.
- If the student does not formally notify Avenue Neighbourhood House that they are withdrawing no refund will be given.
- In the event of unforeseen circumstances, preventing a student from formally withdrawing, e.g emergency hospitalisation. The House Manager will determine the refund amount.
- Amenity and term fees to be reviewed annually by the House Manager.

Cease to operate as an RTO:

In the event that ANH@E ceases to operate as an RTO, ANH@E will

- issue a Statement of Attainment and/or Qualification to include all units of competency/modules the student has achieved a competent outcome for.
- refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered; and
- to the best of our ability, refer the student to another suitable RTO with the same qualification on their scope of registration.

This policy was reviewed in November 2018 and will be reviewed again in November 2020.