



Fees Refund Policy

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Drafted by	Veronica Kioria		
Responsible person CEO	Veronica Kioria	Signature 	Date: 21/8/19
Approved by the Board:			
On behalf of the Board	David Ling President	Signature 	Date: 21/08/2019
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Basic Beliefs/Purpose

This policy establishes the conditions and process by which Diamond Valley Learning Centre (DVLC) will issue refunds of student fees.

Scope

This policy applies to all DVLC staff, and students. This policy should be read in conjunction with policies identified in the Related Policies list below.

Policy Guidelines

DVLC levies fees and charges for its educational services which are due for payment on commencement. Prior to commencement, each student is provided with a statement of fees which itemises the fees and charges to be levied.

Fees may include tuition fees, materials fees, services and amenities fees, and other charges related to education services. Other fees may include Recognition of Prior Learning (RPL) fees, replacement certificate fees, and additional charges that arise as part of the education program such as camp or excursion fees. Reduced tuition fees are available to students who are eligible for a Victorian government subsidy, and concession fees apply to concession card holders. No fees are charged for credit transfer.

All applications for fee refunds must be made in writing and must be submitted to reception or emailed to courses@dvlc.org.au for approval. Approved applications will be processed within 14 days from the date of application. DVLC will refund all applicable fees, either in full or in part, based on the conditions below.

Course Cancellation or Cessation

- If DVLC is unable to commence the course for which the student has enrolled and made payment, fees will be refunded in full, or the student will be offered an alternative placement in a course.
- In the unlikely event that DVLC is unable to continue to deliver the course as agreed, fees will be refunded in full, or the student will be offered an alternative placement in a course.

Student Withdrawal

- If a student withdraws from an accredited course more than seven (7) days prior to the agreed start date, the student will be offered a full refund of fees already paid less a \$20 administration fee.
- If a student withdraws from an accredited course less than seven (7) days prior to the agreed start date, the student will be offered a full refund of fees already paid less a \$50 administration fee.
- If a student withdraws from an accredited course after commencement, no fees will be refunded unless there are extenuating circumstances. These circumstances may include illness, family or personal matters or other reasons. Where evidence can be provided to support the circumstances, course fees may either be transferred to the next available course, or a refund of unused course fees (or fees paid under a payment plan) will be issued, after a case by case assessment by the Chief Executive Officer (CEO).
- If a student withdraws from an accredited course where learning resources or text books have been supplied to the student, no refunds will be issued for these learning resources or text books.
- If a student withdraws from a pre accredited course, fees will be refunded on a case by case basis approved by the relevant program coordinator.

Other Refunds

DVLC will refund any overpayments or, in situations where a student has been charged non-concession fees and subsequently provides a valid concession card up to 5 working days after commencement, DVLC will refund the difference in fees.

DVLC reserves the right to grant refunds in other circumstances as it sees fit, on approval by the CEO.

Appeals

DVLC students who are dissatisfied with a refund decision may lodge a complaint or appeal under the DVLC Complaints and Appeals Policy and Procedure.

Related Policies

P-15 Fees and Charges Policy
P-16 Complaints and Appeals Policy and Procedure
P-21 Accuracy and Integrity of Marketing Policy and Procedure
P-29 Financial Management Policy
P-36 Enrolment Process Policy and Procedure
P-42 Consumer Protection Policy

Related Documents

F-009 Enrolment Form
Schedule of Fees
Skills First Quality Charter
Statement of Fees

Legislation

Education and Training Reform Act 2006 (Vic)
Consumer and Competition Act 2010
A New Tax System (Goods & Services Tax) Act 1999

Mapping Information

AQTF Condition 5
AQTF Standards 2.3, 3.4
VRQA Guidelines 1.3 b), 2.5