




## Fees Refund Policy

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Drafted by	Veronica Kioria		
Responsible person CEO	Veronica Kioria	Signature 	Date: 17/06/2021
Approved by the Board:			
On behalf of the Board	Ian Fisher President	Signature 	Date: 17/06/2021
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### 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 include nationally accredited training courses and pre-accredited courses. Fees and charges are available on the DVLC website and are due for payment on commencement.

Fees may include tuition fees, materials fees, services and amenities fees, and other charges related to education services. Other charges which may apply 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. Students enrolling in government funded accredited training are provided with a Statement of Fees which itemises the fees and charges to be levied. No fees are charged for credit transfer.

Enrolled students who have paid fees but are unable to complete their training may apply for a fee refund under certain conditions. All applications for fee refunds must be made in writing and must be submitted to reception or emailed to [courses@dvlc.org.au](mailto: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 listed 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 from accredited courses

- 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.**

## Student withdrawal from pre-accredited courses

DVLC commences pre-accredited courses based on the number of students who enrol. Students are advised to consider their personal circumstances carefully when committing to enrolment.

- If a student withdraws from a pre accredited course **before commencement**, the student will be offered a full refund of fees already paid, less a 20% administration fee.
- If a student withdraws from a pre accredited course **after commencement**, a pro-rata refund of fees, less a 20% administration fee, will be provided **on provision of a medical certificate**. If there are extenuating circumstances, the student may apply to the coordinator for a refund, which will be decided on a case by case basis.
- Pre-existing medical conditions which impact on course participation will not be considered for fee refunds. Pre-accredited students are advised to seek medical advice from their health care professional before enrolling in courses.
- Students may **transfer** to another course in the same term (or semester for a semester-based course), depending on course availability and available places. If the replacement course has higher fees, the student will be liable for the difference in fees. If the replacement course fee is lower, DVLC will refund the difference.
- Students who miss a class for medical or other reasons will not receive a refund for the missed class.

- Students who change their mind about attending a course for non-medical reasons, or without extenuating circumstances, will not be eligible for a fee refund.

### Other Refunds

- DVLC will refund any overpayments. Where a student has been charged non-concession fees and subsequently provides a valid concession card within 5 working days from course 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. Please refer to the DVLC website for more details.

<p><b>Related Policies</b></p> <ul style="list-style-type: none"> <li>• P-15 Fees and Charges Policy</li> <li>• P-16 Student Complaints and Appeals Policy</li> <li>• P-21 Accuracy and Integrity of Marketing Policy</li> <li>• P-29 Financial Management Policy</li> <li>• P-36 Enrolment Process Policy</li> <li>• P-42 Consumer Protection Policy</li> <li>• P-43 Privacy Policy</li> <li>• P-44 Student Engagement Policy</li> <li>• P-47 Debt Collection Policy</li> <li>• P-66 Withdrawal Policy</li> <li>• P-67 Coronavirus Policy</li> </ul>
<p><b>Related Documents</b></p> <ul style="list-style-type: none"> <li>• D-115 Skills First Fee Schedule</li> <li>• D-116 Fee For Service Fee Schedule</li> <li>• F-009 Enrolment Form</li> <li>• DVLC Course Guide</li> <li>• Skills First Quality Charter</li> </ul>
<p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>• Education and Training Reform Act 2006 (Vic)</li> <li>• Competition and Consumer Act 2010</li> <li>• A New Tax System (Goods &amp; Services Tax) Act 1999</li> </ul>
<p><b>Mapping Information</b></p> <ul style="list-style-type: none"> <li>• AQTF Conditions 5 and 8</li> <li>• AQTF Standards 2.3 and 3.4</li> <li>• VRQA VET Provider Guidelines 1.3 b) and 2.5</li> </ul>

