

Refund of Fees Policy Number: OSS003

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Policy Name	Refund of Fees
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Related Policies	OSS002

Policy

SkillsLink Training is accountable to its members and the community for its collection, receipt and refund of course fees. All handling of monies is in accordance with standard accounting practices.

The College aims to provide a fair and equitable policy on the refund of fees that reflects students' changing circumstances and the costs to the College in collecting and refunding fees.

Conditions of refund

Refunds will only be given in the case of a withdrawal from a course if the withdrawal notification is received by *SkillsLink* four (4) working days prior to the start of the course. An administration fee is charged if the participant cancels their position in the course prior to the course commencing. The administration fee will be set by the CEO from time to time.

Students are entitled to a full course fee refund if *SkillsLink Training* cancels a course for any reason prior to its commencement.

Refunds are by cheque or EFTPOS. EFTPOS refund printouts will NOT be posted. In some circumstances refund cheques may be posted if requested.

There will be no refunds after the course has commenced unless, in the opinion of the Training & Compliance Manager, the course and/or its delivery has not met the reasonable expectations of the participants. Refunds may also be considered in situations of extreme personal duress.

Information on policy

Information on the refund policy will appear on the website and in the *Student Handbook*.

If the student is not satisfied with the conditions under which a refund or partial refund is paid or denied then they may apply in writing to the CEO.

Procedure

1. The student upon notification to the College of their intention to cancel their position in a course will be informed again of the College's Refund Policy.
2. The Customer Relations & Office Coordinator will determine eligibility for refund in accordance with the policy.
3. If applicable, an administration fee will be deducted from the refund amount.
4. The necessary details of the student and the associated courses will be documented and confirmed with the student.
5. A cheque requisition will be raised and a cheque drawn for the amount of the refund and held at the College for collection by the student. If an EFTPOS refund is requested then an EFTPOS requisition is raised and processed.

Smart & Skilled Refunds

The same refund policy will apply to Smart & Skilled students as for *SkillsLink Training's* general students.

If a student undertaking a Smart & Skilled approved qualification transfers from one provider to another, the total fee charged by both providers may not exceed the Smart & Skilled fee.

If the student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees, *SkillsLink Training* will refund the difference in fees.