



## 1. Policy

**Introduction:** Narre Community Learning Centre Inc. (NCLC) may refund charges:  
1. for services that are not able to be conducted as planned by NCLC (eg cancelled courses)  
2. when students withdraw from programs.

**Purpose:** This policy addresses both funded and non funded program refunds and has been developed to ensure that students are appropriately charged.  
Where applicable, the Victorian Training Guarantee Guidelines about Fees are utilised.  
As some programs receive funding under different contracts, Managers will take into account the relevant guidelines accordingly.

**Programs:**

**Non Government Funded Programs:**

- Applications for refund will be considered if they are received at least ten days prior to commencement of course.
- A full refund is given when the course is cancelled by NCLC.
- An administration fee of \$50.00 is applicable for all course withdrawals.
- If a student withdraws after the commencement of a course, the course manager will consider applications for pro-rata refunds.
- The Chief Executive Officer (CEO) may alter the above conditions in special circumstances.

**Government Funded Programs:**

For funded programs NCLC adheres to the Victorian Training Guarantee Guidelines about Fees.

- A full refund of tuition fees will be provided for any withdrawal made up to the end of week four of any course. An administration fee of \$50.00 will be charged to the student. Students will also be charged for any course materials provided and used or not returned.
- Students who withdraw after the first four weeks of any course will be provided with a pro-rata refund of tuition fees for any modules/units not yet commenced. An administration fee of \$50.00 applies in this case. Students will be charged for any course materials provided and used or not returned.
- Amenity fees will be refunded on a pro-rata basis according to the formal date of withdrawal.
- If a course is cancelled by NCLC at any time during the period of a student's enrolment, then NCLC will refund the pro-rata tuition fees, student services fees and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.

**All Programs:**

- Should NCLC cease operations we will make every endeavour to refund fees for training/assessment not yet provided as per the dot points above.

**Related Documents:**

Student Withdrawal Form

**Document History**

Title:	Refunds to Students	Policy No:	P01-28
Written/Amended By:	Policy Working Group	Version:	1.0
Authorised By:	Board Of Management	Date:	26 Jul 04
Changes to previous issue	Original Version		
Title:	Refunds to Students	Policy No:	P01-28
Written/Amended By:	Policy Working Group	Version:	2.0
Authorised By:	Board Of Management	Date:	23 Aug 2010
Changes to previous issue	Amend to include new regulations. Minor grammatical changes.		
Title:	Refunds to Students	Policy No:	P01-28
Written/Amended By:	Policy Review Team	Version:	3.0
Authorised By:	Board Of Management	Date:	28/01/2014
Changes to previous issue	<p>Formatting changed to reduce size of printed copy:  <i>Font resized 12pt to 11pt</i>  <i>Margin changed : Normal (2.54cm) to Narrow (1.27)</i>  <i>Shaded Band added (separate areas of document)</i>  <i>Logo updated</i>  <i>Definitions of types of fees and circumstances explained in more depth than previously to ensure a clear understanding of the policy by all readers.</i>  <i>Added information regarding cessation of operations information.</i>  <i>Added related documents information.</i></p>		