

POLICY AND PROCEDURE



3.4: REFUND OF STUDENT FEES

POLICY

Cobram Community House will provide refunds for courses under specific, but not all circumstances.

a. Supporting Documentation/Forms/Links

- Student Handbook
- Trainer Handbook
- [T108 – Application for Refund of Fees](#)

b. Definitions

CCH Cobram Community House

c. Scope

This policy applies to students undertaking or intending to undertake a course of study with Cobram Community House.

d. Purpose

The purpose of this document is to identify Cobram Community House's position on the provision of refunds in relation to courses of study.

PROCEDURES

a. Responsibilities

The **Committee** is responsible for the implementation and review of this policy.

All **Committee members, casual, permanent and contract staff and volunteers** are responsible for adhering to this policy.

The **Training Team** are predominantly responsible for the implementation of this policy.

Students are responsible for notifying CCH if they are intending to cancel their enrolment in training.

b. Process

I. Training cancelled by CCH

If CCH cancels the training before commencement, CCH must refund all fees paid by the student for the cancelled training.

II. Training cancelled by student more than five days before training starts

If a student cancels their enrolment at least five days **before** a course is due to commence, CCH must refund the fees paid but maintains the right to deduct an administration charge of \$25.

III. Training cancelled by student less than five days before training starts

If a student cancels their enrolment **less** than five days before a course is due to commence, they are not entitled to a refund.

Where a student has not paid a deposit nor commenced payments through a payment plan an administration fee of \$150 is payable. A Notice of Withdrawal from Studies form must be completed as well as an Application for Refund of Fees form.

If the student does not formally notify Cobram Community House that they are withdrawing no refund will be given and an administration fee of \$150 is payable.

In the event of unforeseen circumstances, preventing a student from formally withdrawing, e.g emergency hospitalization, the Manager will determine the refund amount.

IV. Closure of Training Provider

In the event of closure of the Cobram Community House Registered Training Organisation any creditors would be dealt with by the incoming insolvency managers.

CCH will issue a Statement of Attainment and/or Qualification to include all units of competency/modules for which the student has achieved a competent outcome. CCH will where applicable, 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 CCH's ability, refer the student to another suitable RTO with the same qualification on their scope of registration.