

Policy Name:	<b>Domestic- Student Refund Policy</b>
Document Number:	FIN 1.1.03
Approved by:	CEO
Last Approval Date:	April 2022
Review Date:	April 2024
Audience:	Charlton Brown Staff
Contact Officer:	Finance Manager
Related Documents:	Finance Policy and Procedure Manual Domestic Refund Procedure Application for Refund Policy Compliant and Appeals Policy and procedure
Legislation	<a href="#">VSL Loan Act 2016</a> ; <a href="#">VSL Student Loan Rules 2016</a> <a href="#">Standards for Registered Training Organisations (RTOs) 2015</a> <a href="#">Australian Consumer Protection Laws</a>

## 1. Purpose and Objective

This policy describes the fees, charges and refunds relating to VET courses

## 2. Policy Scope/Coverage

This policy applies to new and continuing who are enrolled and study on and off shore at Charlton Brown; and college staff that assess the process fee refund requests. Each student acknowledges and agrees to the terms of Refund Policy for Domestic Students when enrolling.

## 3. Policy

### Fee Information

Charlton Brown will provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest). Information will include:

- how and when fees must be paid
- how to request a refund, and
- conditions under which a refund would be provided.

Where a learner is being enrolled under any loan or delayed payment arrangement, the terms of the arrangement will be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest.

### 3.1 Funding entitlements

If learners are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person) Charlton Brown will provide this information prior to enrolment.

### 3.2 Consumer rights

Charlton Brown will inform prospective learners about their rights as a consumer, in accordance with state/territory laws.



## 6. Refunds on Default

### Student Default

A student or prospective student defaults, in relation to a course, if:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).
- The student withdraws from the course (either before or after the agreed starting day).
- The student does not meet the conditional course requirements (including does not pass a Working with Children Check or Police Check), or
- The college refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
  - the student failed to pay an amount they were liable to pay to the college, directly or indirectly, in order undertake the course
  - misconduct by the student (refer to Student Handbook)

## 7. Provider Default

After a student has accepted an offer of enrolment at Charlton Brown and in the unlikely event that the College is unable to deliver the course as offered, the College will notify the student in writing and offer the student the following options to choose from:

- The College may offer an enrolment place in an alternative course for a cost no greater than the cost of the original course of study. If the student chooses to accept placement in an alternative course, the student must agree to this in writing.
- The College will provide a refund based on tuition fees paid for the course.

### Provider default occurs

Charlton Brown is deemed in default if:

- The course did not start on the agreed starting day
- The course ceased to be provided at any time after it commenced but before its completion
- The course was not provided in full because a condition has been imposed on the registration of the college, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

## 8. Refund Application

- Charlton Brown will only process a refund request if:
  - Charlton Brown has received student payments into its accounts as cleared funds, and
  - The student's course cancellation/withdrawal has been processed
- Students are advised to contact Charlton Brown student services to determine if a refund is valid.
- Students are required to complete the Student Refund Request form which is available from Student Services. The completed and signed form together with relevant documentary evidence documentation must be submitted to Charlton Brown.
- Once the Student Refund Request form has been received and the approval process completed, the Enrolments Officer will contact the student with information regarding the status of the refund request

- If a refund request is approved, refund payments will be made within four (4) weeks of the College receiving the Student Refund Request form.
- Refunds will be paid to the nominated person in this agreement who paid for the student fees
- Refunds will be made by Electronic Funds Transfer (EFT) only
- Refunds above those specified in this policy are at the discretion of the Charlton Brown CEO, and may be negotiated on a case-by-case basis if exceptional circumstances apply as deemed by the CEO.
- If a student is not satisfied with the outcome of the refund request, the student may lodge an appeal with Charlton Brown within 20 working days of being informed of the status of the refund request. Students who wish to appeal a decision made on a refund request may do so under the Charlton Brown Complaints and Appeals Policy available at the College website.
- Should students wish to appeal any decision made concerning a refund, the accepted Letter of Offer/Written Agreement and the availability of Charlton Brown complaints and appeals procedures do not remove the rights of a student to take action under [Australia’s Consumer Protection Laws](#).

**Approval and Review**

This policy was approved and endorsed by Charlton Brown Management in April 2022. This policy will be reviewed after two years or sooner if required.

Version History				
Review Period:		2 years from date of last approval		
Version Number:	Approved by:	Approval Date:	Effective Date:	Sections Modified:
D1				New policy developed April 2022
1.0	CEO	April 2022	April 2022	Updated template