

CANCELLATIONS & REFUNDS POLICY



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1 PURPOSE

The purpose of this policy is to ensure that Yarrowonga Mulwala Community & Learning Centre (RTO 21765) clearly outlines their approach to cancellations and refunds.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- Standard 5.3
- as well as relevant Government funding contract arrangements.

2 POLICY

YMCLC sets and collects fees and charges for its services and facilities, including facilitating access to funding for eligible students, in accordance with relevant regulatory, contractual, and business requirements. This policy applies to students wishing to cancel their training with YMCLC and apply for a refund and includes both Government Funded courses and Non-Government Funded courses.

Should a student withdraw from a course that they have enrolled in, they will not receive an automatic refund of fees. To be eligible for a full refund, they must complete, sign, and return a “Withdrawal Form” within 14 days of the commencement of the course. This form is available from the YMCLC Office. Without the required Withdrawal Form, a refund request will not be considered.

In the event of a course being cancelled or postponed by Yarrowonga Mulwala Community & Learning Centre by more than four (4) weeks, a full refund will be issued to the student, unless alternative arrangements, acceptable to the student, are made.

Fee refunds may take up to thirty (30) days from the date of application.

3 PROCEDURE

Procedure	Responsibility
All Courses 1. Provide full refunds for any course that is cancelled by YMCLC prior to commencement. 2. If a student wishes to cancel their enrolment, they must complete the Withdrawal Form and submit it to the Training Manager. 3. Training Manager is to complete the YNH Refund Advice Notice form and provide to Finance Manager for processing. 4. Finance Manager is to provide full refunds to any student who cancels their enrolment within 14 days of the finalisation of enrolment, less a \$50 administration fee, provided the student has completed and signed the Student Withdrawal Form.	Student Training Manager Finance Manager Committee of Management

<p>5. If a student wishes to cancel their enrolment after the 14-day period of the finalisation of enrolment, they must complete the Withdrawal Form and submit it to the Training Manager. The Training Manager will complete the YNH Refund Advice Notice form and submit to the Committee of Management together with the Withdrawal Form for consideration on an individual basis. Should the Committee of Management approve a refund, adjustments will be made, considering materials provided and/or returned in good condition, administration, course costs and hardship (if applicable).</p> <p>6. The Finance Manager will pay all refunds by cheque or direct credit into a student's designated bank account.</p>	
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4 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Committee to Approval Authority	Committee of Management
Administrator	Training Manager
Next Review Date	November 2022

Approval and Amendment History	Details
Original Approval Authority and Date	
Amendment Authority and Date	
Notes	New policy created to separate the Cancellations & Refunds process from the original Fees & Charges Policy June 2020.