

CANCELLATIONS AND REFUNDS

POLICY NO: 01

PURPOSE

Yarrawonga Mulwala Community & Learning Centre (YMCLC) RTO 21765 is committed to clearly outlining their approach to cancellations and refunds. We will provide a refund of fees and any applicable charges under this policy as set out below.

When applying for a refund, the student should provide the following information in writing to the Training Manager learning@ymclc.edu.au

The student's full name.

The qualification/units of competency/modules or unit of study the student wishes to claim a refund.

The amount of fees and any applicable charges they wish to be refunded.

The grounds for applying for the refund.

Any supporting evidence to support their request.

All written applications for a refund will be considered and notified in writing of the outcome of their application and reasons for the decision within 14 days of receipt of the application. Any refund to be made by us will be processed within 7 days of this notification.

Refunds will be paid by electronic funds transfer to a student's nominated bank account.

This supports the following Standards for RTOs 2015:

Standard 5.3

As well as relevant Government funding contract arrangements.

PROCEDURE

1. Course cancellation or cessation by YMCLC

If we cancel your enrolment or we are no longer able to offer a course which has not yet commenced and for which a student has made an advance payment of fees and any applicable charges, we will refund in full the fees and any applicable charges, including any materials fee (provided the materials are returned to us in their original condition) paid in advance by the student upon receipt of an application for a refund as listed above.

If we cancel, cease or are unable to continue to offer a course which has commenced and for which a student has made a payment of fees and any applicable charges, we will refund a portion of the tuition fee and materials fee paid by the student for any unit of competency as per the withdrawal procedure below.

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Administration fees will not be refunded once training has commenced, regardless of whether we cancel, cease or are unable to continue to offer a course.

2. Student-initiated withdrawal

A student may withdraw themselves from a course at any time by the Training Manager at learning@ymclc.edu.au and may apply for a refund in writing, by providing the above information. If a student fails to provide written notice of withdrawal from any course, no refund will be given.

3. Skills First funded (subsidised) students

Any administration fee paid by the student is non-refundable.

Students will only be entitled to a refund if they have made payments that are in advance of their course progression.

Withdrawal before course commencement.

We will refund all fees which have already been paid by the student, on the proviso that any materials already received by the student are returned to YMCLC in pristine condition.

Withdrawal within 4 weeks after course commencement.

If a student has already paid more than 1/3 of the total tuition fee, material fee and amenities fee, we will refund the difference between what the student has paid and 1/3 of the total fees. In this case, the refund = what a student has already paid to YMCLC less 1/3 of the total course tuition, material and amenities fees.

If a student has paid less than 1/3 of the total tuition, material and amenities fees, no refund will be given.

Withdrawal between 5 to 8 weeks after course commencement.

If a student has already paid more than 2/3 of the total tuition, material and amenities fees, we will refund the difference between what the student has paid and 2/3 of the total fees. In this case, the refund = what a student has already paid to YMCLC less 2/3 of the total course tuition, material and amenities fees. If a student has paid less than 2/3 of the total tuition, material and amenities fees, no refund will be given.

Withdrawal at any time after 8 weeks of course commencement.

A student is liable for the full cost of the course and will NOT receive a refund of any fees and applicable charges paid.

For example, a student has paid upfront the total fees of \$750, consisting of \$500 tuition fee, \$100 material fee, \$100 amenities fee and \$50 admin fee:

The student notifies YMCLC of their withdrawal from the course before the course commences.

The student will receive \$700 refund (consisting of \$500 tuition fee, \$100 material fee, \$100 amenities fee). The \$50 administration fee is charged.

The student notifies YMCLC of their withdrawal within 4 weeks of the course commencing.

Student has paid \$750 – \$283 (being 1/3 of the total course tuition, material, and amenities fees + \$50 admin fee). The student would receive \$467.

The student notifies YMCLC of their withdrawal between 5 to 8 weeks after course commencement.

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Student has paid \$750 - \$517 (being 2/3 of the total course tuition, material, and amenities fees + \$50 admin fee). The student would receive \$233.

The student notifies YMCLC of their withdrawal after 8 weeks of course commencement.

No refund given.

If a student had only paid upfront fees of \$300 at the time of their official withdrawal (where the course fees were \$750, consisting of \$500 tuition fee, \$100 material fee, \$100 amenities fee and \$50 admin fee).

The student notifies YMCLC of their withdrawal within 4 weeks of training commencement.

Student has paid \$300 - \$283 (being 1/3 of the total course tuition, material, and amenities fees + \$50 admin fee). The student would receive \$17.

The student notifies YMCLC of their withdrawal on week 7 of the training course.

The student will not receive any refund, as they have only paid \$300. At Week 7, they are liable for 2/3 of the tuition, material, and amenities fee + the admin fee, being a total of \$517. YMCLC is entitled to charge the student for the outstanding tuition, material, and amenities fees in this instance.

4. Fee for Service Students

Any administration fee paid by the student is non-refundable.

Withdrawal before course commencement.

We will refund all fees which have already been paid by the student, on the proviso that any materials already received by the student are returned to YMCLC in pristine condition.

Withdrawal within 4 weeks after course commencement.

If a student has already paid more than \$500 tuition, material and amenities fee, we will refund the difference between what the student has paid and \$500. In this case, the refund = what a student has already paid to YMCLC - \$500.

If a student has paid less than \$500 of the total tuition, material and amenities fees, no refund will be given.

Withdrawal between 5 to 8 weeks after course commencement.

If a student has already paid more than \$1000 of the total tuition, material and amenities fees, we will refund the difference between what the student has paid and \$1000. In this case, the refund = what a student has already paid to YMCLC - \$1000. If a student has paid less than \$1000, no refund will be given.

Withdrawal at any time after 8 weeks of course commencement.

If a student withdraws after 8 weeks of their course commencing, they will be liable to pay the full value of their tuition fee for their enrolment period. This value is calculated by dividing the number of weeks the student is enrolled (noting that a student is enrolled until they notify YMCLC of their intention to withdraw) by the number of scheduled classroom training sessions, as per their timetable.

For example, the total tuition fee for a course is \$6050. The total number of sessions on the timetable is 58. A student withdraws after 10 sessions and has already paid \$2000 up to the time of their official withdrawal.

The calculated amount in this case = $\$6050 * (10/58) = \1043

The student will receive a refund of \$957, which is the difference between \$2000 (what they have already paid) and \$1043 (what the student should pay).

If a student has paid less than the calculated amount, no refund will be made and the student will be liable to pay the balance.

5. Pre-Accredited Courses

Noting that the majority of pre-accredited courses run for 10 weeks, the following conditions for refunds will apply, regardless of whether the student is fee for service, subsidised through the ACFE Board or Concession.

Withdrawal before course commencement.

We will refund all course fees which have already been paid by the student.

Withdrawal within 2 weeks after course commencement.

If a student has already paid more than 1/3 of the course fees, we will refund the difference between what the student has paid and 1/3 of the total fees. In this case, the refund = what a student has already paid to YMCLC - 1/3 of the total course fees.

If a student has paid less than 1/3 of the total tuition, material and amenities fees, no refund will be given.

Withdrawal between 4 to 6 weeks after course commencement

If a student has already paid more than 2/3 of the course, we will refund the difference between what the student has paid and 2/3 of the total fees. In this case, the refund = what a student has already paid to YMCLC - 2/3 of the total course fees. If a student has paid less than 2/3 of the total tuition, material and amenities fees, no refund will be given.

Withdrawal at any time after 8 weeks of course commencement

A student is liable for the full cost of the course and will NOT receive a refund of any fees and applicable charges paid.

COMPLAINTS AND APPEALS

A student may raise a complaint or appeal about their eligibility for a refund by following our Complaints and Appeals policy which is available on our website or in our office.

RELATED DOCUMENTS

Financial Hardship Application

Payment Agreement Form

Statement of Fees

Student Withdrawal Form

RELATED POLICIES

Complaints and Appeals Policy
Enrolment Policy
Fees and Charges Policy
Financial Policy and Procedure
Student Withdrawal Policy

APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Board to Approval Authority	Board of Management
Author	Training Manager
Next Review Date	December 2025

Approval and Amendment History	Details
Original Approval Authority and Date	01/11/2021 V1 new policy created to separate the Cancellations & Refunds process from the original Fees and Charges Policy of June 2020 based on feedback from External Audit.
Amendment Authority and Date	18/12/2023 V2 new format, added in clearer guidelines and examples. 10/12/2024 V3 review and update policy.
Notes	