

Policy number	6.08	Version	3.5
Drafted by	Manager	Approved by Board on	16/12/2015
Responsible person	Manager	Scheduled review date	December 2018
Policy Area	Operational		

## Title: Refunding of Fees

**Purpose:** To describe clearly how MDLC manages and administers the refunding of fees.

### Policy

#### 1.0 Nationally Recognised Courses

##### 1.1 Course Cancellations

MDLC will provide a full refund of all fees paid including Amenities and Resource fees if a course is cancelled.

##### 1.2 Course Withdrawal

Students withdrawing from classes or altering class selection must use the **Amendment to Enrolment form** located at Reception. A fee of \$25 per amendment will be charged if changes are made after two weeks of course commencement date.

If government funded students withdraw from classes prior to the program's commencement or the student's agreed start date, they will be issued with a refund on all tuition fees paid.

NB: There is no refund on resource or amenities fees. Refunds will be issued within 14 days of lodgement of the **Amendment to Enrolment form**.

Government funded students who officially withdraw from a nationally recognised course after commencement must complete a **Student Withdrawal form** in accordance with the Student Attendance and Withdrawal Policy to be eligible for a refund. Refunds will be calculated on a pro rata basis on any tuition fees paid in advance, less a \$100 administration fee. NB: There is no refund on resource or amenities fees.

Pro rata refunds of tuition fees will be calculated on the initial tuition fees charged divided by the scheduled weeks of program delivery minus the number of weeks the program has been running prior to the student signing the withdrawal form. For example the student paid a \$360 tuition fee for a 20 weeks course which commenced 5 weeks ago.  $\$360 \div 20 \times 5 = \$90$  of tuition fee used.  $\$360.00 - \$90 =$  refund of \$270

Students who are not eligible for a government subsidised place and who are required to pay full fees, are eligible for a refund, less an administration fee of \$100, if they officially withdraw more than two weeks prior to the commencement of the course. NB: There is no refund on

resource or amenities fees. If students withdraw within two weeks of the commencement of a course they will not be eligible for a refund.

Students who are asked to leave due to a breach of the student code of conduct will not be eligible for a refund.

## **2.0 Pre-accredited (foundation level introductory short courses) & Leisure Courses**

### **2.1 Course Cancellation**

MDLC will provide a full refund of all fees for a course if that course is cancelled. Classes will be cancelled if minimum numbers are not met.

### **2.2 Course withdrawal**

Students who withdraw from a course will be issued a full refund only if the Centre is notified at least two weeks prior to the commencement of a course. In this case a \$10 refund fee will be deducted to cover administration costs. After this time no refund will be issued.

## **3.0 Refund process**

Refunds will be issued in the manner by which payment was made, including cash, cheque or via credit card or eftpos repayment. Cheques will be issued if the refund requires posting.

## **4.0 Extenuating circumstances**

Students with extenuating circumstances should apply in writing to the Centre Manager for special consideration in regards to the refunding of fees. The Centre Manager's decision in such cases will be final with no further avenue for appeal.

Page No:	2	Date:	17/11/2017
S:\POLICIES AND PROCEDURES MASTER FOLDER\Policy & Procedures 2017\6_OPERATIONAL\6.08 MDLC_Refunding of Fees_Version 3.5.docx			