

FHR11 REFUND AND CREDIT NOTE POLICY AND PROCEDURE

Policy Purpose

This policy and procedure ensures that a consistent and equitable approach to the consideration and payment of refunds applies to all students enrolled in Skill Training Victoria courses.

Policy Scope

This policy and procedure applies to all students enrolled in Skill Training Victoria courses.

It is also applicable to Skill Training Victoria's Financial Accounts Department which is required to receive, consider and issue refunds where it is deemed necessary.

Related Documents

- STV Apprentice Handbook
- STV Training Agreement
- STV Refund/Credit Note Application Form
- VTG Evidence of Student Eligibility and Student Declaration
- STV Fees and Charges Policy and Procedure

Statutory Considerations

Victorian Training Guarantee – 2015 Guidelines about Fees, Section 5 'Refunds'

AQTF Essential Conditions

- Condition 3 Compliance with Legislation
- Condition 5 Financial Management

AQTF Essential Standards

Standard 2: The RTO adheres to the principles of access and equity and maximises outcomes for its clients. Specifically:

- 2.3. Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.

VRQA Guidelines for VET Providers

- 1.2 The provider must demonstrate its financial viability and its capacity to sustain quality VET operations into the future
- 1.3 The provider must provide information about its management systems

Victorian Privacy and Data Protection Act 2014

Information Privacy Act 2000

Privacy Principles 2001

Victorian Ombudsman Act 1973

Trade Practices Act 1974

Electronic Transfers Act 2000

Fair Trading Act 1999

Victorian Civil Administrative Tribunal Act 1998

Competition and Consumer Act 2010

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Responsible Parties

Directors	Responsible for oversight of this policy and procedure
CEO	Responsible for control of issue of this policy and procedure
Financial Accounts Department	Responsible for enforcing agreed fee structure in consultation with Director and CEO
Quality Assurance and Compliance Manager	Responsible for the continuous improvement of this policy and procedure and ensuring policy and procedure meets the applicable regulatory standards

Frequency

- When Skill Training Victoria defaults on the provision of a course/unit
- When Skill Training Victoria withdraws an offer of enrolment
- When a student withdraws from a course/unit before training commencement
- When a student withdraws from a course/unit after course commencement
- In the event of overpayment of fees against current or future charges
- When a student is unable to pay fees owed on the basis of hardship or unique circumstances
- When a student withdraws from a course on the basis of special circumstances

Policy Statement

Skill Training Victoria will ensure that the Refund and Credit Note policy and procedure, and accompanying forms, will be readily available and easily understood by all enrolled students and relevant staff

Where Skill Training Victoria cancels an advertised course a full refund of fee paid will be provided.

Refund and credit note applications must be made in writing to Skill Training Victoria.

Skill Training Victoria will consider refund and credit note applications on a case-by-case basis in accordance with Skill Training Victoria *Refund/Credit Note Consideration Criteria* (see below)

Skill Training Victoria will respond to refund and credit note applications within twenty-eight (28) days of receiving a refund/credit note application

Refunds and credit notes will be calculated and issued in accordance with the current Victorian Training Guarantee – Guidelines about Fees and other relevant legislative instruments

Students enrolled to complete the CI Card course are required to give a minimum of 48 hours' notice of withdrawal prior to training commencement to be eligible for a refund

Procedure

1. The individual seeking a refund or credit note must:
 - complete and submit the Refund and Credit Note Application Form; or

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- make a verbal application to a Skill Training Victoria staff member who shall transfer the information to the Refund and Credit Note Application Form. The application form must be signed by the individual seeking the refund.
2. The completed application shall be forwarded to the Financial Accounts Department
 3. The Financial Accounts Department reviews the application by:
 - Reviewing the reason for the application against the *Refund/Credit Note Consideration Criteria* (below)
 - seeking advice from the CEO where necessary
 4. The Financial Accounts Department shall either approve or reject the application ensuring:
 - a. Any individual refund of over \$1000.00 is approved by the CEO
 - b. The total refunds approved in any given month do not exceed \$2000.00 without CEO approval
 5. The Financial Accounts Department shall notify the applicant of the outcome in writing.
 6. If the application is successful, the Financial Accounts Department shall calculate and issue the refund or credit note in accordance with the current Victorian Training Guarantee 2015 Guidelines Section 5 Refunds and other relevant legislative instruments.

1. Determine units complete and/or commenced
 - a. Full refund for units not commenced
 - b. 40% of total fee for units commenced but not completed
2. Make adjustment, include any Non-refundable administration fee.

Note: Refund is only provided where fees paid are greater than adjusted fees.

7. The Financial Accounts Department will report in dollars and cents the total refunds approved on a fortnightly basis to the CEO.

VERSION CONTROL

VERSION	DATE	SUMMARY OF CHANGES
1.0	FEB 2015	New Policy

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Refund/Credit Note Consideration Criteria

Cause for Refund/Credit Note	Detail	Refund/Credit Note Amount
Default on the provision of a course/unit by STV	STV is unable to provide the course/unit offered, or if the course/unit ceases to be provided by STV at any time after it starts but before it is completed.	Full or Partial Refund
STV withdrawal of enrolment offer	STV elects to withdraw an offer of enrolment where information provided by a student is found to be fraudulent.	Partial Refund. (exc. administration fee)
Student withdrawal from a course/unit before course commencement	STV receives notice of a withdrawal from a course/unit from a student before training commences for any reason.	Full refund or credit note for other available courses/units (exc. administration fee)
Student withdrawal after course commencement	STV receives notice of withdrawal from a course after its commencement for non-special circumstances	Partial Refund for units not commenced
Overpayment against current and future liabilities	STV receives overpayment for courses/units in which a student is enrolled.	Full refund for overpaid number of units or credit note for other available courses/units
Student withdrawal, or inability to pay fees owed, after course commencement on the basis of special circumstances/hardship	<p>STV receives notice of special circumstances preventing a student from completing a course/unit including circumstances:</p> <ul style="list-style-type: none"> - that were beyond the applicant's control - that restricted the applicant's ability to complete a course/unit in the given timeframe - that restricted the applicant's ability to pay fees owed in the given timeframe <p>Supporting evidence should be provided with the refund application where possible.</p>	Determined on a case by case basis

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