

4.1.08 Attendance, Cancellation, Fees, Charges & Refunds

Operating Policy and Procedures

1. Policy

It is the policy of NCPS that information about attendance, cancellation, fees, charges and refunds is clearly understood by prospective trainees before enrolment.

2. Purpose

To adopt a common approach throughout the College's Training Division that is clearly understood by all parties including trainees before enrolment.

3. Responsibility

All Training Division staff dealing with customers are responsible for compliance with this policy.

4. Guidelines

Definitions

VET Tuition fee, course cost, tuition fee and fee – are use interchangeably throughout this policy. All are considered to be monetary payment received for training and/or administrative services provided by NCPS.

Census Date - Census dates are calculated no earlier than 20% after commencement of any teaching period. This period must include any normal study breaks, assessment or examination periods (except supplementary exams as these are not normally undertaken by all students in the unit of study).

Administrative Date – A date set two weeks prior to the census date.

Cancellation - Termination of a program or course of study by the College

Withdrawal – Cancellation of enrolment by a student

Transfer – Deferment of studies by a student, prior to commencement (or census date, as applicable) of the course

- 4.1. *Notification of withdrawal* from a course or program must be made in writing via submission of a Withdrawal/Deferment from Studies form and should be done so in consultation with the relevant course co-ordinator. The date which the College receives this notification is the date at which such Withdrawal takes effect for the purposes of calculating the refund to be paid.
- 4.2. *Attendance* - There is a compulsory attendance requirement for trainees to attend each unit or module of every training course unless RPL or such other requirement is waived by the trainer or a supervisor in consultation with the trainer.
- 4.3. *Cancellation* – Where NCPS cancels a course, a full refund must be provided where requested otherwise; the amount paid can be transferred to another course without penalty or administrative charge.
- 4.4. *Fees and charges*- Unless authorised by the College Director any fees or charges for the enrolled course must be paid prior to the commencement of training delivery.

4.5. *Refunds* – a refund shall occur when the student has not (for any reason) received training, however the following conditions and administrative fees apply where a trainee is formally enrolled in a course and any of the following occurs:

1. Course cancellation by NCPS – full refund
2. Trainee withdraws before course commences (all Certificate II, III and IV) – 20% of course cost is with held by NCPS
3. Trainee withdraws after course commences (all Certificate II, III and IV) – no refund
4. Trainee transfers between courses - \$55 each transfer
5. Trainee fails to attend course – no refund

Note – Where Distance Learning materials have been issued to the trainee, they are considered to have commenced training and cancellation conditions for both VET FEE Help and non Vet FEE Help students apply.

4.6. For students undertaking VET FEE HELP enabled courses - Diploma level.

NCPS will repay any student who is, or would be entitled to VET FEE HELP assistance any payment of his or her VET tuition fee for a VET Unit of Study that the person made on or before the census date for the unit of study, if the person is no longer enrolled in the unit at the end of the census date.

- A late withdrawal fee of \$55.00 applies to all applications for refund made after the Administrative Date of the Unit of Study.
- Administrative Dates are set 2 weeks prior to census dates.
- Students who transfer will incur a \$55.00 transfer fee
- Withdrawal Fees are incidental to studies in accordance with VET Provider Guidelines (8.10.1d) being a fine or penalty imposed as a disincentive.

In the event of a student withdrawing from a unit of study after the census date for that unit of study:

- No refund is applicable and /or
- The student will incur a VET FEE HELP debt.

5. Procedure - Attendance

1. Once enrolled, a trainee must confirm attendance each day by signing the attendance form provided at Reception or by the trainer;
2. A failure to sign the attendance form exposes the trainee to a non-attendance and repeat of the unit/module(s) unless attendance was confirmed by the trainer or a member of the administrative staff. Where this situation arises, the trainer or staff member must sign the attendance form on behalf of the trainee; and
3. Where full attendance has not occurred, competence cannot be confirmed and certificates issued until full and documented attendance has occurred.

6. Procedure – Cancellation

1. Any course cancellation by NCPS must be personally advised to the trainee by telephone or other method of reliable communication and a note of such communication entered on the trainee's file by the staff member providing such advice;
2. Trainees who withdraw from any Course, VET Unit of Study or non-accredited program must complete the appropriate form (see 4.1). Withdrawal by a trainee must be noted on the trainee's file by the person receiving such notification or relevant administrative personnel;
3. Whether items 1 or 2 apply, the trainee must be advised of the College's procedure for withdrawal and given an opportunity to decide whether to seek a refund or transfer to another course; and

4. Such decision is to be noted on the trainee's file and any refund or transfer completed as soon as possible.

7. Procedure – Fees, Charges and Refunds

1. Any fee, charge or refund must strictly follow College administrative procedures including fully documenting the application, banking and, if relevant, refund of monies;
2. Any application for a refund must be in writing and authorised by a supervisor;
3. *VET FEE Help* – a student who is, or would be entitled to VET FEE HELP assistance for payment of his or her VET tuition fee, shall have tuition fees refunded automatically after notification of withdrawal (4.1) has been received, pursuant to section 4.6 of this policy and section 8.20 of the VET Provider guidelines.
4. Once authorised, the application must be forwarded to Accounts for processing on the next available refund or banking period; and
5. An appropriate note is to be entered on both the trainee's hard copy and electronic file.

8. Authority

Authorised by the General Manager (Public Safety)

9. Approval

Approved by the NCPS Management on 19.06.09

10. Review Date

19 June 2010

Amendments

Date	Modified by	Sections amended/added	Approved by MR (if required)
18.06.09	Mark White	Incorporation of VET-FEE HELP refund process and incidental charges.	19.06.09
27.11.09	Jodie Reeve	Name & logo changed	Minor change