

4.1.08 Attendance, Cancellation, Fees, Charges and Refunds

Operating Policy and Procedures

1. Policy

It is the policy of Navitas College of Public Safety (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 NCPS that is clearly understood by all parties including trainees before enrolment.

3. Responsibility

NCPS staff dealing with students are responsible for compliance with this policy.

4. Guidelines

Definitions

VET Tuition fee, course cost, tuition fee and fee – These terms are used interchangeably throughout this policy. All are considered to be monetary payment received for training and/or administrative services that NCPS provides.

Census Date – Census dates are calculated no earlier than 20 per cent 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 NCPS.

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 by a student in writing via submission of a 'Withdrawal/Deferment from Studies' form to Student Administration, which will date and stamp the form.

This should be done in consultation with the relevant course coordinator. The date on which NCPS receives this notification is the date at which such Withdrawal takes effect for the purposes of calculating any 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 will 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 Dean/Head of College, any fees or charges for the enrolled course must be paid prior to the commencement of training delivery.
- 4.5. *Refunds* – NCPS will repay to a student who is, or would be, entitled to VET FEE-HELP assistance any VET tuition fees that he or she may have paid for a VET Unit of Study if the student withdraws from that unit on or before the relevant census date.

4.6. In the event of a student who has paid VET tuition fees in advance for a VET Unit of Study, NCPS will repay these fees to the student provided that the student withdraws from that unit on or before the relevant census date.

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

- any refund of VET tuition fees is at the discretion of NCPS;
- 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 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 cannot be 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, followed by a letter in the mail. Such communication must be entered on the trainee's file by administration staff.
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 by relevant administrative personnel.
3. Whether items 1 or 2 apply, the trainee must be advised of NCPS'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 NCPS's 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 the Manager of Operations;
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 sections 4.5, 4.6 and 4.7 of this policy and section 8.20 of the *VET Provider Guidelines*.
4. Once authorised, the application must be forwarded to Administration 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 Operations Manager, Navitas College of Public Safety

9. Approval
Approved by the Academic Council

10. Review Date
1 June 2012

11. Amendments

| Date | Modified by | Sections amended/added | Approved by AC (if required) |
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| 18.06.09 | Mark White | Incorporation of VET-FEE HELP refund process and incidental charges | 19.06.09 |
| 21.07.2011 | Christopher Snedden | Terminology | Minor change |
| 11.10.11 | Christopher Snedden | Made refund sections 4.5, 4.6 and 4.7 compliant with VET FEE-HELP regulations | Major Change Approved on 20/10/2011 |

POLICY SUBMITTED FOR APPROVAL