

4.1.18 VET FEE-HELP Refund Policy

Operating Policy and Procedures

1. **Policy**
Information about VET FEE-HELP 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 staff dealing with prospective students are responsible for compliance with this policy.

4. **Guidelines**

Definitions

VET Tuition fee –monetary payment received for training and/or administrative services provided by NCPS.

Incidental fee – monetary fee that may be levied by the VET provider for goods or services that are incidental to study or fines/penalties for actions or inactions by students

Census Date –The census date is the last day a student can withdraw from a VET unit of study without incurring any financial or academic penalty for that unit. A census date can be set no earlier than 20% of the way through a VET unit of study. This period must include any normal study breaks, assessment or examination periods.

Census dates will be published on the NCPS website in accordance with section 67 of the *Higher Education Support Act 2003*.

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

Withdrawal – Cancellation of enrolment by a student

- 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 in which the withdrawal takes effect. Students who withdraw on or before the census date will not incur a VET FEE-HELP debt.
- 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 ceases to provide a course the student has two options:
 - a) VET tuition fee repayment option - receive a full VET tuition refund; or
 - b) VET course assurance option - access an alternative VET course.
- 4.4. *Fees and charges*- Students who are, or would be entitled to VET FEE-HELP have until the end of the census date to pay their VET tuition fees or lodge a *Request for VET FEE-HELP assistance form*.

- 4.5. 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.
- 4.6. A student who withdraws from a unit of study after the census will not receive a refund and will incur a VET FEE HELP debt for the unit of study.
- 4.7. If the student believes that special circumstances have prevented them from completing the unit they may apply to have their VET FEE-HELP balance re-credited (Refer to 4.1.15 FEE-HELP Review and Appeals).

5. Procedure – Fees, Charges and Refunds

1. 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 4.5 of this policy and section 8.20 of the VET Provider guidelines.
2. Once authorised, the application must be forwarded to Accounts for processing on the next available refund or banking period; and
3. An appropriate note is to be entered on both the trainee's hard copy and electronic file.

6. Authority

Authorised by the General Manager (Public Safety)

7. Approval

Approved by the NCPS Management on 25.09.09

8 Review Date

25 September 2010

Amendments

Date	Modified by	Sections amended/added	Approved by MR (if required)
04.01.10	Jodie Reeve	Logo and name changed. Definitions & guidelines 4.3, 4.4 & 4.5 updated as per VET Provider Guideline requirements.	04.01.10
23.04.10	Jodie Reeve	Removed references to administrative date and transfer in guideline section. Inclusion of information relating to application for FEE-HELP re-credit.	23.04.10
04.06.10	Jodie Reeve	Clarification of "census date" in section 4.	04.06.10