Refund Policy

Policy No: POL.014

1 Policy Statement

CALAM Training is committed to ensuring fair and equitable policies and procedures are in place regarding payment to CALAM Training of all monies. The College is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the College including refunds of student tuition fees.

2 Refund of Tuition Fees

Tuition fee is the tuition amount paid for a VET FEE-HELP enabled unit of study. Students may decide to withdraw from a unit of study before the unit has been completed. The following terms and conditions apply to refund of student tuition fees:

- Student Withdrawals MUST be made in writing to the College
- CALAM Training will confirm (in writing) receipt of this notification within five working days of receipt of such notification

Please note: The date on which students are deemed to have withdrawn from their Unit of Study, is the date that the Student Withdrawal Form (or letter of intention to withdraw) is received by the College.

a) Refunds – students who are eligible for VET FEE-HELP assistance

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

* 100% of tuition fees paid for that unit will be refunded to the student; and

* the student will not incur a VET FEE-HELP debt.

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

* no refund is applicable; and/or

* the student will incur a VET FEE-HELP debt.

b) Refunds – students who are not eligible for VET FEE-HELP assistance

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study

*100% of tuition fees paid for that unit will be refunded to the student.

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

* no refund is applicable.

3. Payment of Refunds

Refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Re-crediting and Review Policy POL.013.

3 Publication

This refund policy will be made available to students and persons seeking to enroll with CALAM Training by publication on the website www.calam.edu.au

4 Purpose:

The purpose of this procedure is to document the process for refunds of student tuition fees where applicable, and to comply with the requirements, regulations and legislation governing:

- The most recent AQTF Standards
- A Registered Training organisation
- VET FEE-HELP regulations

5 Scope:

This procedure shall apply to the management of AQTF Standards and VET FEE-HELP regulations as they relate to the provision of client refunds.

6 Responsibility:

It shall be the responsibility of the Director to:

- Ensure that the requirements of this procedure are complied with.
- Ensure that all participants and staff understand and accept the policies and procedures as written in the Participant Handbook.

It shall be the responsibility of the Administrator of CALAM Training to implement the procedure and manage its compliance and to ensure that relevant information concerning policies and procedures is included in the Handbook, website and orientation program.

It shall be the responsibility of the Trainers to understand and comply with the requirements contained in the policies and procedures.

7 Definition:

AQTF the most recent Australian Quality Training Framework

End of Policy

AUTHORITY RECORD:		This document belongs to:
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