Refund of Fees Procedure

RTO Number 90198

Document Number	TRIM REF: DOC18/16370
TRIM Document Classification	GOVERNANCE - Academic - Procedures
Publication Date	20 May 2020
Contact	Executive Manager, NSW Health RTO
Consultation	NSW Health RTO Strategic and Steering Committee NSW Health RTO Operations and Compliance Committee
Applies to	NSW Health RTO
Related Policies	• Fees and Refunds • Smart and Skilled
Related Procedures	• Collection of Fees • Cancelling a VSL Student's Enrolment • Smart and Skilled • Re-Crediting VSL Balances
Forms and supporting documents	• Pre-Enrolment Course Information (PECI) • Withdrawal Form • Deferral Form • RTO Student Handbook • Schedule of Fees • Smart and Skilled Fee Information Sheet
Review date	20 May 2021

DOCUMENT HISTORY

Version	Issued	Author	Reason for Change
v1.0	Sep 2016	RTOEO	Updated in accordance with the Smart and Skilled Information.
v2.0	Oct 2017	RTOEO	Updated in accordance with the Smart and Skilled Information.
v2.1	Sep 2018	RTOEO	Separated from policy into a standalone procedure and updated the contents.
v2.2	May 2019	RTOEO	Added VET Student Loans information
v2.3	May 2020	RTOEO	Amended the titles of the RTO new Committees

Issued by the Executive Manager, NSW Health RTO under the authority of the Chief Executive (CE).

Overview

- All requests for refunds are to be made in writing (except in the case where NSW Health RTO cancels a program) via email or letter to the Delivery Site Manager. Students will need to state their reasons for a refund and attach any relevant documentary evidence such as a medical certificate.

- **Australian citizens, eligible NZ citizens or Australian resident permanent humanitarian visa holder who are enrolled in a VET Student Loan enabled course:**

    - In the event of a student withdrawing from a 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 Student Loan debt.

    - 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 Student Loan debt

- A student who withdraws after the Census Date for a Unit of Study may apply for special consideration in accordance with the Re-crediting a VSL Balances Procedure.

- Where VSL is offered, students will be provided with:
    - The census dates for each VET unit of study by the prescribed dates
    - The applicable VET Student Loans fees and when they are due.

- Students will be advised of the outcome for a refund in writing within thirty (30) working days of receipt of their request, after which the refund will be paid.

- All requests for refunds are considered and actioned.

Definitions

Census Date	For VET Student Loans (VSL) approved courses: 20% of the way through the Unit of Study.
CT	Credit Transfer
Fee paying Student	Students who are required to pay course fees including Smart and Skilled Student fees, where applicable.
Program	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
RTOEO	NSW Health RTO Executive Office

Smart and Skilled Student	A student who is enrolled in a program that is funded by the Department of Industry Smart and Skilled. The funding is provided directly to the RTO.
	Under this program, most students are required to pay a student contribution. In most cases, NSW Health will pay this fee for its employee.
VET	Vocational Education and Training
VET Products	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency.
VSL	VET Student Loans

Procedure

Refer to Summary of Refund Arrangements Table in the Fees and Refunds Policy.

Student Requests a Refund	• Student provides the delivery site Administration staff or Program Manager with:
	  - A written request for refund outlining the reasons and providing documentation where appropriate.
	  - If the student has already commenced the program, they will need to complete and submit a Withdrawal Form.

Delivery Site Assess Request and Decide on Level of Refund	• Within five (5) working days:
	  - Asses the request for refund, refer *to NSW Health RTO Fees and Refunds Policy*, available on the NSW Health RTO website.
	  - Decide on the level of refund:
	    o Full Refund
	    o Partial Refund
	    o No Refund
	  - Notify the student in writing of the outcome of their request and the amount to be refunded. This will also include a statement of fees that shows all fees applied and any fees refunded to date.

Delivery Site Process Refund	• Follow local Health Organisation's procedures for refunds, ensuring that the refund is made within thirty (30) working days, where possible. • Make refund to the nominated bank account as relevant.

Delivery Site Record Keeping	• Keep documentation on the student's file

VET Student Loans	• For VSL, refer to RTOEO Re-crediting VSL Balances Procedure

Summary of Refund Arrangements for Non-VET Student Loans Students		
Reason for Refund	Notification Requirements	Refund Level
Student requests refund received more than twenty (20) working days prior to program commencement.	• Request in writing with evidence where appropriate • Complete Withdrawal form	Full refund paid
Student request for refund received at least five (5) working days prior to program commencement.	• Request in writing with evidence where appropriate • Complete Withdrawal Form	A partial refund of 50% paid
Where RPL or Credit Transfer is awarded after enrolment.	• Request in writing • Provide the RPL/CT approval	Refund will be calculated as per RPL/CT UOC costs
Student requests refund or cancels their enrolment at least two (2) working days of program commencement.	• Request in writing	Partial refund of 25% paid
Where a student does not attend a program without advising of acceptable reasons for the non-attendance.	• Withdrawal Form completed by the Program Coordinator	No refund
Student requests to withdraw after agreed program start date.	• Request in writing with evidence where appropriate • Withdrawal Form	No refund
RTO cancels a program prior to commencement.	• Notification to students and RTOEO that program is cancelled	Full refund
RTO cancels a program after commencement	• Notification to students and RTOEO that program is cancelled.	Partial refund. Refund of all unspent program fees, calculated based on services already provided up to the day that the program stops.

Extenuating circumstances are dealt with on a case by case basis. The delivery site Director/Manager must decide on the level of refund and authorise refund accordingly.

Summary of Refund Arrangements for VET Student Loans		
Reason for Refund	Notification Requirements	Refund Level
Student notifies of their withdrawal before the Census date for a Unit of Study	• Request in writing to delivery site who then forwards to RTOEO • Complete Withdrawal form	100% of the Tuition fees for that Unit of Study will be refunded and student will not incur a VSL debt
Student notifies of their withdrawal from a Unit of Study after the Census Date for a Unit of Study	• Request in writing • May apply for special consideration to delivery site who then forwards to RTOEO • Complete Withdrawal form	• No Refund applicable; and/or • Student will incur a VSL debt

NSW Health
Registered Training Organisation

St Leonards NSW

Level 2, 1 Reserve Road
St Leonards NSW 2065

Office hours:
Monday to Friday
8:00am – 5:00pm

T: 02 9844 6551
E: hsnsw-rto@health.nsw.gov.au
W: heti.nsw.gov.au/nswhealthrto