

POLICY & PROCEDURAL STATEMENTS

Topic: Refunds

Target Audience: Stakeholders, Students enrolled in Nationally Recognised Training, Participants enrolled in Recreational and Social Classes and Pre-accredited Training.

Policy: Avenue Neighbourhood House @ Eley Inc (ANH@E). is committed to developing and maintaining fair and equitable administrative practices in accordance with funding and service agreement requirements.

Code of Practice:

- ANH@E will issue a full refund if:
 - the course is cancelled;
 - the course is rescheduled to a time unsuitable to the student/participant. They are entitled to transfer to the re-scheduled course should this be suitable;
 - the student/participant was not able to be given a place in the course due to the maximum number of places being reached.
- If a student/participant wishes to change their enrolment to another course, the fees paid will be transferable to the new course.
- ANH@E undertakes to refund the student for any up-front payments already paid if the course ceases to be offered or the RTO ceases to operate without fulfilling its obligations to enrolled students.
- Students who notify Avenue Neighbourhood House @ Eley Inc, that they are withdrawing from a course
 - With more than 4 weeks to commencement date, will be entitled to a full refund.
 - With less than 4 weeks to commencement date, will be entitled to a refund of fees paid,
 - less 10% of the amenities fee for Nationally Recognised Training courses.
 - less 10% of the term fee for Social and Recreational courses and Pre-accredited courses.
 - After commencement date no refund will be given.
- If the student does not formally notify Avenue Neighbourhood House that they are withdrawing no refund will be given.
- In the event of unforeseen circumstances, preventing a student from formally withdrawing, e.g emergency hospitalisation. The House Manager will determine the refund amount.
- Amenity and term fees to be reviewed annually by the House Manager.