



## **Learner Fees Refunds Policy**

### **The Policy**

The Learner Refunds Policy for VET fees has been developed to establish clear guidelines in regard to eligibility/amounts/process of refund entitlement for fees received by the Victorian School of Languages (VSL).

The policy has been developed to establish common understandings between auspice schools, instructors, learners and the VSL. These understandings will be reflected in VSL information such as marketing brochures, handbooks and the VSL website [www.vsl.vic.edu.au](http://www.vsl.vic.edu.au).

### **Implementation:**

- All refunds shall be administered at the VSL RTO at the Thornbury Head Office by the Business Manager.
- In general, refunds will not be given unless they satisfy one of the conditions outlined below.
- Any requests for refunds that fall outside the described conditions need to be submitted in writing by the auspice school or learner to the RTO Manager.
- The Business Manager, or nominee, will process refund payments.
- The RTO will be responsible for ensuring that learners no longer enrolled are removed from the relevant database.

### **Refunds will be given under the following circumstances:**

- Learner illness (verified by a medical certificate), VSL will refund any course fees paid in advance by auspice schools or learners less an administrative fee of 10% of the total course fee.
- A full refund will be given to an auspice school or learner if the learner has not yet been enrolled or the course is cancelled.
- A part refund will be given to an auspice school or learner if a learner withdraws from the subject within 2 weeks of commencement of subject.

Any requests for refunds that fall outside the above circumstances need to be submitted in writing to the VSL RTO Manager via email [vetinschools@vsl.vic.edu.au](mailto:vetinschools@vsl.vic.edu.au). Refunds will need to be approved by the VSL RTO Manager.

### **Evaluation:**

This policy was originally formed, and will be reviewed in consultation with all members of the wider community (all staff, parents, students, and interested members of the community) as part of the school's three-year review cycle.

This policy was ratified by School Council on December 6 2011

**Signed By:**

**The Principal** \_\_\_\_\_

**School Council President** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_