

<b>Policy Title</b>	Cancellation and Refund Policy
<b>Policy Code</b>	QPO.003
<b>Version</b>	V2
<b>Effective Date</b>	01.07.2017

## Scope

This policy is applicable to the students enrolled with YMCA Education and Training (QLD).

## Purpose

The purpose of this policy is to provide:

- Guidelines for cancellation and refund requests

## Cancellation and refund requests

If a student decides to cancel their enrolment from a course or unit of competency, they must do so by advising YMCA Education and Training. An administration fee is applicable for all cancellations. Should a student withdraw from a course for any reason, a refund may be provided in extenuating circumstances (see refund information in this policy). Students may cancel their enrolment at any time, however a cancellation administration fee may apply. Depending on the program, a non-refundable enrolment fee may apply.

## Cancellation by YMCA Education and Training

A student can be cancelled by YMCA Education and Training due to a number of factors including:

- Unsatisfactory academic progress
- Breach of YMCA Education and Training's code of conduct and student expectations
- Student is beyond their course duration and course end date and no contact is made

Prior to cancellation, a student may apply for an extension by filling out an **extension request form**.

## Notification requirements

All cancellation and refund requests must be made in writing to the YMCA Education and Training by filling out the required student **cancellation and refund form**. Cancellations or refund requests must be sent to [training.brisbane@ymcabrisbane.org](mailto:training.brisbane@ymcabrisbane.org).

Refunds may be granted at the discretion of YMCA Education and Training management, and students will be notified within 14 business days of the outcome of their request for a refund.

## Refund activities – Fee-for-Service Courses

Students must advise YMCA Education and Training in writing that they are wanting to cancel their enrolment by completing the student **cancellation and refund form**. Refunds will only be granted if the request is in the event of extenuating circumstances or within the thirty (30) day cooling-off period. Non-refundable administrative fees apply:

1. \$250 enrolment fee (payable upon lodgement of your enrolment application)
2. \$100 cancellation fee (payable upon lodgement of your cancellation application)

### Full tuition fee refunds are payable if:

1. YMCA Education and Training is unable to provide the academic program offered (tuition fees will be refunded in this circumstance).
2. The student cancels enrolment due to extenuating circumstances such as medical illness or financial hardship. Satisfactory evidence must be provided to YMCA Education and Training that clearly outlines medical illness or financial hardship has impacted the ability to complete the course or pay for tuition fees. i.e. medical certificate(s). Any situation that will impact the students ability to continue their course or pay for their tuition fees must be communicated to YMCA Education and Training as soon as possible. A delay in communication and inability to provide satisfactory evidence can impact the decision to receive a refund.
3. A refund is requested in writing within thirty (30) days of the receipt of your enrolment application, and providing the course materials have not been commenced in any way. If this is the case, you are entitled to a full refund less the administration fee(s).

### Partial tuition fee refunds are payable if:

1. The student cancels enrolment due to extenuating circumstances such as medical illness or financial hardship. Satisfactory evidence must be provided to YMCA Education and Training that clearly outlines medical illness or financial hardship has impacted the ability to complete the course or pay for tuition fees. i.e. medical certificate(s). Any situation that will impact the students ability to continue their course or pay for their tuition fees must be communicated to YMCA Education and Training as soon as possible. A delay in communication and inability to provide satisfactory evidence can impact the decision to receive a refund.

### No tuition fee refund is payable if:

1. The student formally cancels from their course or unit of competence after thirty (30) days from enrolment start date. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.

2. The terms and conditions of the contract between the student and YMCA Education and Training are breached.
3. The student's enrolment is cancelled by YMCA Education and Training, including if the student is cancelled for unsatisfactory academic progress or due to the breach of YMCA Education and Training's code of conduct and student expectations.
4. A refund is requested in writing after thirty (30) days of the receipt of the enrolment start date, and the student does not have reasons/evidence for extenuating circumstances.
5. The student simply changes their mind after thirty (30) days from enrolment start date.

## Refund activities – Payment Plans

YMCA Education and Training is working in partnership with [Debit Success](#), the largest direct debit provider in Australasia, to help students spread the costs of their tuition fees via a payment plan. Your direct debit arrangement is with [Debit Success](#), and you must abide by its terms and conditions. The Debits Success contract must be completed and signed by the student.

- Refund activities for students on a payment plan are conducted as per the fee-for-service refund activities.
- Any outstanding payment plans remain intact and must be paid if a cancellation application is lodged more than 30 days from the student's course start date – or if a student ceases to engage without notification after commencement (or expected commencement if they never commenced).
- If the student fails to adhere to the payment plan arrangement or have any outstanding fees associated with the payment plan, debt collection activity can occur. Additional charges apply at the students cost. This may also affect the student's credit rating.
- The student can cancel their payment plan due to extenuating circumstances such as medical illness or financial hardship. Satisfactory evidence must be provided to YMCA Education and Training that clearly outlines medical illness or financial hardship has impacted the ability to complete the course or pay for tuition fees. i.e. medical certificate(s). Any situation that will impact the students ability to continue their course or pay for their tuition fees must be communicated to YMCA Education and Training as soon as possible. A delay in communication and inability to provide satisfactory evidence can impact the decision to receive a refund.

## Refund activities – First Aid and CPR Courses

A refund will be provided where a student provides a minimum of seven (7) days notification. Where less than seven (7) days notification is provided, no refund is applicable. In this case, the student is eligible to transfer their enrolment to an alternative First Aid course delivered by YMCA Education and Training. The course being transferred to must be within three (3) months of the original course date.

## Refund activities – Apprenticeships and Traineeships

### User Choice Program

In accordance with the Department of Education and Training (DET) - [User Choice Policy](#), a student will receive a refund for their contribution tuition fees for the units of competence that they have yet to commence at the date of cancellation. There is no refund for units of competency already completed. Administrative fees do not apply.

#### Employer co-contribution fee:

A proportionate refund may be applicable to employers based on student progression through the qualification prior to cancellation. The amount refunded is determined by YMCA.

## Refund activities – Queensland VET Investment

### Certificate 3 Guarantee (C3G) and Higher Level Skills (HLS)

In accordance with the Department of Education and Training (DET) - [Pre-qualified Supplier Policy](#) for Queensland VET Investment Programs, refunds are at the discretion of the PQS. Non-refundable administrative fees apply to enrolments under this funding.

- C3G - \$250 enrolment fee (payable upon lodgement of your enrolment application)
- HLS - \$299 enrolment fee (payable upon lodgement of your enrolment application)

## Payment of refund

Where a refund is payable, the refund is made in Australian dollars, within 30 business days from the date the student lodges a written request for a refund of their tuition fees. Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless YMCA Education and Training receives written approval from the parent or guardian consenting for it to be paid directly to the student.

Tuition refunds after the course start date or cooling-off period are given solely at the discretion of YMCA Education and Training, and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

### The following fees are non-refundable

Fees charged for administrative services:

- Enrolment fee, cancellation and refund fee, re-print of transcripts and any additional fees associated with administrative tasks performed by YMCA Education and Training.

## Appeals

Please see Complaints and Appeals Policy for details on appeals.

## Related policies and documents

This policy should be read in conjunction with the following policies:

- Cancellation and Refund Request form
- Access and equity policy
- Complaints and Appeals policy
- Student Handbook

## Enquiries

If you have any enquiries about this policy please contact YMCA Education and Training on (07)3852 2443 or [training.brisbane@ymcabrisbane.org](mailto:training.brisbane@ymcabrisbane.org)

## Further Information:

Policy Category	Academic
Policy Owner	YMCA Education and Training Manager
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Approved by	YMCA Operations Manager

Version Control				
Version	Date	Author	Details	Approved
V2	30.06.17	Todd Jeanes	Update to policy content particularly refund activities and payment of refund	Yes
V3	13/06/18	Todd Jeanes	Added employer co-contribution refund information	Yes