

CP005 Withdrawal and Refunds Procedure

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1. Purpose

The purpose of this procedure is to ensure that clients applying to withdraw from their enrolment and request a refund of all or part of their fees are dealt with in accordance with the appropriate Government Guidelines, Institute policy and audit requirements.

2. Scope

This procedure applies to all clients who are enrolled in courses that attract Government funding, fee-for-service courses (including existing worker traineeships), short courses, and international students.

3. Scheduled Review Date

30 November 2011

4. References

CP002 Enrolment Procedure
 DP026 Resulting (Achievements) Procedure
 DP032 Qualifications Issue Procedure
 CF015 Request for Refund Form
 CF005 Enrolment Variation/Withdrawal Form
 CF049 International Student - Application for Refund Form
 POL20 International Student Refund Policy
 Wodonga Tafe Fees, Charges and Refunds Brochure
 Victorian Government Ministerial Directions on Fees and Charges (2009)
 NSW DET Training & Apprenticeship Guidelines 2009/10

5. Definitions

See Wodonga TAFE Glossary on StaffNet for current definitions. For the purposes of this procedure:

Client(s) means on-campus and off-campus students, trainees, apprentices, and employers and sponsors who may be paying the course fees.

Victorian Government funded courses means those courses delivered by the Institute that are funded by the Victorian Government through Skills Victoria.

Fee-for-service courses means courses provided by the Institute to a client on a commercial basis.

Course fees means Tuition fees, Student Amenities fees, Enrolment fees (fee-for-service) and any other departmental ancillary fees associated with a client's enrolment.

6. Procedure

General across the Institute

Item	Action/Comment	Responsibility
1.	Client needs to complete, date and sign <i>CF005 Enrolment Variation/Withdrawal Form</i> to withdraw from the course/modules/competencies. See <i>DP026 Resulting (Achievements) Procedure</i> for details on relevant results for formal and informal withdrawal from courses. <i>(For trainees, written notification from the employer/trainee/apprentice/ Australian Apprenticeship Centre (AAC) of the termination of the traineeship contract will be accepted as formal notification of withdrawal.)</i>	Client

Item	Action/Comment	Responsibility
2.	Client needs to complete <i>CF015 Request for Refund Form</i> and attach to <i>CF005 Enrolment Variation/Withdrawal Form</i> . Note: Where a client has not attended for 4 consecutive weeks and has not replied to contact by the Delivery Department to confirm their intentions, the Team Leader Learner Development and Delivery (or equivalent) can complete the <i>CF005 Enrolment Variation/Withdrawal Form</i> on the client's behalf.	Client Team Leader Learner Development & Delivery
3.	A refund will not be processed unless a <i>CF005 Enrolment Variation/Withdrawal Form</i> has been received and processed.	Client
4.	Where the Institute withdraws the client due to non-attendance or for disciplinary reasons, no refund is payable.	Client
5.	A full refund will be paid if the Institute cancels the course.	Client
6.	The client must return their Student ID card and any Institute property that may be in the client's possession before any refund is payable.	Client
7.	Any outstanding liabilities to the Institute (such as unpaid child care fees, library fines, student loans etc.) will be offset against any refund.	Client
8.	If any outstanding liabilities to the Institute exceed the refund due, then no refund will be paid and the client will be invoiced for the remainder owed. A <i>suspension</i> will be entered onto the client's enrolment file until the debt is paid. The client will not be able to re-enrol at a later time until the debt is paid (see <i>CP002 Enrolment Procedure</i>). No Statements of Attainment or results or certificates will be issued until the debt is paid (see <i>DP032 Qualifications Issue Procedure</i>).	Client Enrolment Centres
9.	All requests for refunds must be approved by the relevant Teaching Department Manager.	Department Manager
10.	Note: For Diploma and Advanced Diploma enrolments the Vet Fee Help requirements associated with refunds will take precedence over all other requirements described within this procedure.	

Victorian Government funded qualification courses

Item	Action/Comment	Responsibility
11.	All clients are bound by the Victorian Government's Ministerial Directions on Fees and Charges for courses that attract Victorian Government funding (refer <i>Appendix 1</i> for further information).	Client
12.	Where a written withdrawal notification is received 7 working days prior to course commencement a full refund of tuition and material fees less a \$30 administration fee will be paid. Where a written withdrawal notification is received with less than 7 working days notice before course commencement then a full refund of tuition fees* paid less a \$50 administration fee will apply. *A refund on unused materials will be at the discretion of the delivery department manager.	Client

Item	Action/Comment	Responsibility
13.	If the client withdraws from the course within the first four (4) weeks of commencement of classes in the course, a full refund less the minimum tuition fee is payable, including the Student Amenities Fee and departmental ancillary charges where they have not been provided to the client or have been returned by the client in good order.	Client
14.	If the client withdraws from the course after the first four (4) weeks of commencement of classes in the course, no refund is payable.	Client
15.	If the client withdraws from the course after the first four (4) weeks of commencement of classes in the course, and returns any books, texts, materials etc. in good order, and/or the department advises that any materials were not provided for which an ancillary charge was made, a refund for these charges may be payable.	Client
16.	Refund requests received after the initial four (4) week period will not be granted unless the client can demonstrate hardship as cause for special consideration.	Client
17.	The CEO is the only person responsible for granting refunds (in full or in part) after the initial four (4) week period. The client must apply in writing to the CEO.	CEO
18.	The minimum tuition fee is not refundable.	Client
19.	If the client was entitled to (and paid) a full concession at the time of enrolment, then this minimum tuition fee is not refundable.	Client
20.	If a client withdraws from only part of a course (depending on timing described above) or if only part of a course is cancelled, the Institute will refund that portion of the tuition fee and other fees applicable to that part of the course.	Client
21.	Clients who withdraw to accept a place in a course of study under VTAC (or equivalent) may receive a full refund including the minimum fee if written evidence of the offer is provided with the signed withdrawal form.	Client
22.	Clients who withdraw to accept a place in a course of study under VTAC (or equivalent) AND who have substantive grades in completed modules/competencies may receive a part refund. Those modules/competencies that have substantive grades will need to be paid for, and the client will receive a Statement of Attainment for those substantive grades which will be mutually recognised at another RTO.	Client

Fee-for-service qualification courses

Item	Action/Comment	Responsibility
23.	Where a written withdrawal notification is received 7 working days prior to course commencement a full refund of tuition and material fees less a \$30 administration fee will be paid. Where a written withdrawal notification is received with less than 7 working days notice before course commencement then a full refund of tuition fees* paid less a \$50 administration fee will apply. *A refund on unused materials will be at the discretion of the delivery department manager.	Client

Item	Action/Comment	Responsibility
24.	Where a client withdraws within the 4 week period from the date of course commencement, a full refund minus the equivalent Victorian Training Guarantee minimum tuition fee will apply.	Client
25.	For withdrawals greater than 4 weeks after course commencement there is no refund of tuition fees, however for FFS clients withdrawing, there will be a refund of the course fees paid for those units that they have not yet commenced, i.e. if the teacher has evidence of engagement in a unit no refund will be available for that unit(s). The calculation of the refund will be based on the total FFS price divided by the number of units to determine the unit price. This price will be multiplied by the number of units not yet commenced less a \$50 administration fee. Note: Where the refund amount is less than the \$50 administration fee no refund will be paid.	Client
26.	At the discretion of the relevant department, fees may be transferred to another session within the same academic year, but fees cannot be transferred to the next academic year. Requests for approval to transfer must be made to the Department Manager (or nominee) no later than five (5) working days prior to the commencement of the course. Approval will depend on the availability of subsequent courses.	Client Department Manager
27.	No refunds are payable after the commencement of the course.	Client
28.	Notwithstanding the above, in cases of hardship or special circumstances, the client may apply in writing to the CEO for a full or part refund from a fee-for-service course.	Client

Short courses (Victorian Government Funded and Fee for service)

Item	Action/Comment	Responsibility
29.	Where a written withdrawal notification is received 7 working days prior to course commencement a full refund of tuition and material fees less a \$30 administration fee will be paid. Where a written withdrawal notification is received with less than 7 working days notice before course commencement then a refund of 50% of fees* paid will apply. Once the course commences no refund will be payable where a client does not attend any classes or does not complete the training. *A refund on unused materials will be at the discretion of the delivery department manager.	Client

International students

Item	Action/Comment	Responsibility
30.	All international clients are bound by Institute guidelines, policies and procedures. Refer policy <i>POL20 International Student Refund Policy</i> .	International clients

NSW DET funded courses

Item	Action/Comment	Responsibility
31.	All clients are bound by NSW DET Traineeship & Apprenticeship Guidelines for courses that attract NSW Government funding.	Client
32.	Clients may be entitled to a refund of the TAFE NSW fee if they advise the Department Manager (or nominee) prior to classes (training) commencing of the withdrawal from the course.	Client Department Manager
33.	There may be other exceptional circumstances when a refund may be payable, such as, but not limited to, extended hospitalisation (supported by a medical certificate), acceptance to a university course (within the first three (3) weeks of classes (training)), or receiving Youth Allowance or Austudy (within two (2) weeks of classes (training) commencing).	Client

Material refunds

Item	Action/Comment	Responsibility
34.	A refund on unused materials will be at the discretion of the delivery department.	Department Manager

Refund Payments

Item	Action/Comment	Responsibility
35.	Refunds will only be made to a nominated bank account. Where these details are provided, funds will usually be processed within five (5) working days.	Finance
36.	Credit card refunds may be issued only where the original fees were paid with that credit card.	Finance

Appeals on refund decisions

Item	Action/Comment	Responsibility
37.	Where a client is not satisfied with the outcome of a request for refund, or they are in circumstances of financial hardship, they are entitled to appeal the decision by applying in writing through their course coordinator. If they are still not satisfied after this appeal process, they may lodge a grievance by putting their concern in writing to the Chief Executive Officer of Wodonga Institute of TAFE.	Client

7. Record, Retention and Archiving

Record Title	Retention Requirement	Location of Storage/Archive/Other Requirements
CF015 Request for Refund Form	PROS02/01, class 8.1.0	Temporary – destroy 7 years following date of enrolment
CF005 Enrolment Variation/Withdrawal Form	PROS02/01, class 8.1.0	Temporary – destroy 7 years following date of enrolment

Record Title	Retention Requirement	Location of Storage/Archive/Other Requirements
CF049 International Student - Application for Refund Form	PROS02/01, class 8.1.0	Temporary – destroy 7 years following date of enrolment

8. Appendix

Appendix 1 – 2011 Fees, Charges and Refunds Brochure

9. Record of Revision

Date	Summary of change
January 2011	Updated procedure to include 2011 Fees, Charges and Refunds brochure and table of contents provided.
March 2011	Updated to reflect latest position for Fee for Service and Short Course withdrawals/refunds. Updated appendix 1 2011, Fees, Charges and Refunds brochure.

Appendix 1 – 2011 FEES, CHARGES AND REFUNDS Brochure

(Note: This information is to be produced as a separate flyer and placed on the institute web site)

This document explains Wodonga Institute of TAFE's fees and charges, and also includes important information about concessions, financial assistance, and refunds. The Victorian Government's ministerial directions on fees and charges apply to all Victorian Government-funded courses, including apprenticeships and traineeships and courses delivered through distance education. Separate fees and conditions apply to courses funded by the governments of states other than Victoria, according to the government directions relevant to each jurisdiction.

ELIGIBILITY FOR A VICTORIAN GOVERNMENT-SUBSIDISED TRAINING PLACE

Your eligibility for a Victorian Government-subsidised place under the Victorian Training Guarantee for a course commencing in 2011 is guaranteed if you live in Victoria (or in the Albury/Hume local government area of New South Wales), and you meet the government's citizenship/residence requirements, and at least one of the following criteria.

- You were under 20 years of age on 1 January 2011.
- You are seeking entry to a foundation skills course (list available from Wodonga Institute's website).
- You have entered into an apprenticeship arrangement.
- You are seeking entry to a qualification that is at a higher level than any qualification you currently hold.

As part of your enrolment, you will be asked a series of questions relating to the above and you may be asked to provide relevant evidence to support your responses. You will also be required to sign a declaration attesting to the accuracy of your responses. If you are not eligible for a government-subsidised place, your training will be costed by the relevant teaching department. The following points will apply in this circumstance.

- There are a limited number of exemptions from the eligibility condition if you already hold a qualification at the same or higher level than the course in which you want to enrol in 2011. You can access a 'CF051 Application for exemption from eligibility criteria form' from your teaching department. For more information about exemptions, please contact your enrolment centre (see contact details at the end of this document) or talk to your teaching department.
- You may be eligible for assistance through VET FEE-HELP (available only for courses at diploma and advanced diploma levels, whether they are government-subsidised or full-fee-paying). Please see the relevant sections later in this document.

Note: You may be eligible for a government subsidised place in a qualification at a level higher than the one you are applying for if you meet the entry requirements, talk to your teaching department about this option.

2011 FEES AND CHARGES

Tuition fee category	Award	Fee/SCH up	Minimum fee	Maximum fee
Foundation skills	Various (as per approved list)	\$1.08	\$50	\$500
Skills creation	Certificate I and Certificate II	\$1.51	\$105	\$875
Skills-building	Certificate III and Certificate IV	\$1.84	\$188	\$1250
Skills-deepening	Diploma and advanced diploma	\$3.79	\$375*	\$2000
Apprenticeships	Various	\$1.40	\$58	\$923
Traineeships	Various	\$1.84	\$188	\$1250**

* Students under the age of 25 as at the 1st of January 2011 who are eligible for a government subsidised place in Diploma and Advanced Diploma courses who meet the concession requirements will pay a \$100 tuition fee.

**The maximum fees will be charged at the course category rate of the qualification level being undertaken, with the exception of Diploma / Advanced Diploma level traineeships which will be charged at the "skills - building" rate.

Note SCH refers to 'student contact hours'.

TUITION FEES FOR VICTORIAN GOVERNMENT-SUBSIDISED TRAINING

Your tuition fee will be determined by the number of hours in your training course. The actual fee will be set within defined minimum and maximum values.

Training commenced before 1 July 2009 (Fee Maintenance)

Your tuition fee will be calculated at a rate of \$1.43 per nominal hour (rounded to the nearest dollar), subject to a minimum value of \$57 and a maximum value of \$916 for a calendar year period from the date of commencement. For example, a:

- 20-hour course is likely to cost \$57 (minimum)
- 240-hour course is likely to cost \$343 (\$1.43 per hour)
- 700-hour course is likely to cost \$916 (maximum).

Prior enrolments may affect your fees and/or the cost of courses, contact your enrolment centre for further information (see contact details at the end of this document).

- If you started your course before 1 July 2009 and you are continuing your studies into 2011, you will continue to be charged at the "maintenance" rate (subject to calendar year indexation) until your course is completed. Note that this 'maintenance' of fees will end on 31 December 2012. Note also that some courses will be cheaper under the new fee structure so you may choose to 'opt out' of this maintenance scheme at your next enrolment.

Training commencing on or after 1 July 2009

Your tuition fee will be calculated not only on the nominal hours of training, but also on the level of the course you are undertaking. In addition, the rates for different calendar years have been set in advance, so if part of your training extends into 2012, you will pay that part of your fee at the rate for 2012. The table below gives you the rates and minimum/maximum values for 2011 in the different course categories.

Please note that the minimum and maximum values shown apply separately for each course category.

The Victorian Government has allowed some flexibility in how fees and charges are applied. Wodonga Institute of TAFE has used this flexibility to maximise the cost effectiveness and fairness of the fees that you will be charged. Specifically, after 1 July 2009, if:

- you undertake training in more than one course in the same year, you will not pay more than the maximum fee payable for the higher-level course
- Wodonga Institute structures your training so that your enrolment starts in 2011 and finishes in 2012, you will pay no more than you would if you had undertaken the same training within a single calendar year. Note: that this criterion does not apply to apprentices, trainees, distance students or those accessing concession fee rates.

Victorian Government-subsidised training for special groups

If you satisfy the criteria listed in this document to access a Victorian Government-subsidised training place and you are also an Aboriginal or a Torres Strait Islander, your tuition fees will be charged at the minimum rate. Please refer to the minimum values in the previous table for 2011 enrolments.

Please note that other fees may still apply to your enrolment (materials, uniform etc)

Tuition fees for training subsidised by the Commonwealth or other state Governments

Specific rules apply to the application of fees and charges for courses that are subsidised by different governments. These are different from the Victorian Government's guidelines. For more information on specific courses, and the fees and charges that apply, please call Administration Services on 02 6055 6766 (or email adminservices@wodongatafe.edu.au).

Student amenities fee (SAF)

The compulsory, non-academic student amenities fee (SAF) applies to all Victorian Government-subsidised courses at Wodonga Institute, provided that more than 50 per cent of your enrolled hours are delivered at a Wodonga Institute campus. In 2011, the SAF will be charged at \$0.30 per student contact hour. A minimum SAF of \$35 and a maximum of \$150 applies to course enrolments in a calendar year.

The SAF contributes to student and cultural activities, advice and counselling (welfare, financial, career) services, sports and recreational activities, academic support, orientation, and facilities.

Materials and additional expenses

Some courses may have additional charges to cover the costs of incidentals and course materials such as tools of trade, equipment, excursions, extra class notes, and so on. You will be provided with an itemised list of such additional fees and can choose to pay them at the commencement of your course, or at the time each fee is required. You can also choose to source items from another supplier if you prefer.

Recognition of prior learning (RPL) fees

Recognition of prior learning (RPL) fees apply when you do not undertake any training for your course but want to gain recognition for skills that you already have. If you are eligible for a government-subsidised training place and are seeking RPL, you will pay no tuition fees but will pay a recognition of prior learning (RPL) fee instead, which is no more than \$350 per calendar year, less our skill incentive voucher (valued at \$250). This fee is calculated in addition to any tuition fees already paid in that year, and does not contribute to maximum fees for a given year.

If you are not eligible for a government-subsidised place or if you seek RPL for a course which is not offered in a government-subsidised mode, you will be charged fees at a full, cost-recovery rate. This will be calculated on the basis of the number of hours taken to complete the assessment with a minimum fee of \$500 and a maximum up to \$2500 for each qualification, less the skill incentive voucher (valued at \$250). Your department will give you a quote before you enrol.

Note: Skill incentive vouchers are not available for license related enrolments.

If you seek RPL at diploma or advanced diploma levels, VET FEE-HELP assistance may be available to you. Please refer to the VET FEE-HELP section in this document.

Note that RPL fees are not refundable if your application for RPL is not successful.

For more information on RPL at Wodonga Institute, call our Skills Recognition Centre on 02 6055 6692 (or email skillsrecognition@wodongatafe.edu.au).

Fee-for-service (FFS) courses

Fee-for-service (FFS) courses that do not attract government subsidies are charged at full cost-recovery rates. Please note the following points that apply for FFS courses at diploma and advanced diploma levels.

- VET FEE-HELP assistance may be available for those who satisfy the VET FEE-HELP eligibility criteria. Please see more detailed information on VET FEE-HELP later in this document.
- Different fees may be charged for people who are studying on campus, off campus, or accessing skills recognition.

FEE CONCESSIONS

Tuition fees

If you enrol in a Victorian Government-subsidised course, you may be entitled to a concession on your tuition fees if you hold a valid Commonwealth Health Care Card, Pensioner Concession Card, Veterans Gold Card, or if you are the dependant spouse or child of a person who holds the Commonwealth Health Care Card or Pensioner Concession Card, (Note: A Veterans Gold Card is also a valid concession card for dependents of the card holder if they are enrolling in a Diploma or Advanced Diploma course and are under 25 years of age as at 1st January 2011). To claim the concession, you must provide proof of eligibility at the time of enrolment. Wodonga Institute will validate your claim through Centrelink's Confirmation eServices website (after gaining your written consent). Further information is available from www.centrelink.gov.au.

If you enrolled in a Victorian Government-subsidised course which commenced before 1 July 2009, the maximum tuition fee that you will pay if you are eligible for fee concessions is \$57.

If you enrol in a Victorian Government-subsidised course commencing on or after 1 July 2009, the concession fees payable for each category equal the minimum amount payable for that category (excluding Diploma and Advanced Diploma which will be \$100) in that calendar year (please refer to the previous table).

Concessions for the student amenities fee (SAF)

Regardless of the level of your course, Wodonga Institute will allow a concession on your SAF if you meet the eligibility criteria for concession as described previously. For eligible concessions SAF is charged at 50 per cent of the normal SAF to a maximum of \$75 (\$35 minimum still applies).

Concessions for materials and other fees

No concessions are available for materials or other departmental charges, or for RPL fees.

Concessions for fee-for-service (FFS) courses

No concessions are available for FFS courses.

Concessions for fees paid by Commonwealth Government agencies

If your fees are being paid by a Commonwealth Government agency, concession fees do not apply. That is, the agency must pay the standard fee on your behalf, whether or not you hold a valid concession card.

FINANCIAL HARDSHIP

If the payment of the full amount of fees (including tuition, SAF, and materials) will cause undue hardship for you or your family, you can apply to have part or all of your fees waived on the grounds of financial hardship. Your department will help you to complete a 'CF037 Authority to waive fees based on a learner's case for hardship form', and you must provide relevant evidence. You will then be required to put your case to a member of Wodonga Institute's Executive Team.

VET FEE-HELP (VFH)

VET FEE-HELP (VFH) is a Commonwealth Government loan scheme that is available to you if you are studying at the diploma or advanced diploma level, whether you are paying fees at the Victorian Government-subsidised rate or at the full-fee rate. Essentially, if you meet the VFH eligibility criteria (see below) you can apply to the Commonwealth Government (specifically the Department of Education, Employment, and Workplace Relations (DEEWR)), to pay fees on your behalf. You will then have to repay this loan through your income tax when you start earning above a certain threshold amount (in 2010/11, this amount is approximately \$44,911).

To be eligible for VET FEE-HELP, you must:

- meet the specified citizenship/visa requirements
- be resident in Australia during your training
- have (or have applied for) a tax file number (TFN)
- not have exceeded the lifetime borrowing limit (approximately \$86,422 in 2011).

For more information on VET FEE-HELP, refer to www.deewr.gov.au/vetfeehelp or www.wodongatafe.edu.au.

To apply for VET FEE-HELP, call VET FEE-HELP assistance on 02 6055 6601 (or email vetfeehelp@wodongatafe.edu.au).

METHODS OF FEE PAYMENT

A variety of fee payment options is available.

- Direct debit (payment plans)*
- Cash/cheque
- Credit card – Visa or MasterCard only
- Money Order
- Direct credit (lump sum payment)
- EFTPOS
- Centrepay (for those eligible)

* For Direct debit (payment plans) require you to pay a deposit of 25 per cent of your total fees (including tuition fees, the SAF, and any materials or other fees), followed by regular direct debit payments from a nominated bank account until final payment is received prior to completion of your course. To enter into a payment plan you will need to complete a 'CF009 Direct Debit Request' form. In exceptional circumstances, we will accept 'over the counter' payments under a payment plan. However, a 'CF045 Payment plan (non-direct debit) general request form' must be completed and approved by your course coordinator.

Please note that if you withdraw from your course and are not entitled to a refund (please refer to refunds below), you will still be bound by your payment plan agreement and be liable for the remaining payments on your plan.

If your fees are being paid by a third party on your behalf (for example, an employer or government agency), you must provide a purchase order or a written and signed 'authority to invoice' from that individual, enterprise, or agency before your enrolment can be finalised.

UNPAID FEES OR DEBTS

It is your responsibility to make sure that all fees and debts (including library fines, childcare or accommodation fees, and so on) are paid. If you have outstanding debts to Wodonga Institute, you will not be allowed to continue your studies or to enrol in any further courses. Wodonga Institute engages the services of debt-collection agencies to recover unpaid fees or debts.

OTHER FEES

If you have lost a qualification that has previously been issued by Wodonga Institute, it can be re-printed, and re-issued to you. There are charges associated with this process and payment is required before documents can be re-issued.

The cost of a re-issued qualification that you originally received before 2000 is \$50.

The costs for re-issued qualifications that were originally issued after 2000 are as follows:

Accredited certificate	\$30
Institute-accredited certificate	\$30
Short course certificate	\$25
Attendance certificate	\$25
Statement of attainment	\$20
Student ID card	\$10

REFUNDS

For all course categories and funding arrangements, if at any time Wodonga TAFE cancels a course prior to its commencement, you will receive a full refund of all fees paid.

Victorian Government-subsidised courses

All levels except Diploma and Advanced Diploma (skills deepening)

If you withdraw in writing (complete a CF005 Enrolment Variation / Withdrawal form) within four weeks of the commencement of the course, you will be entitled to a refund of fees charged in excess of the minimum tuition fee applicable to your enrolment(s).

Note: If you fail to attend scheduled classes for four consecutive weeks or more without notifying your teacher you may be classified as withdrawn and in such instances the refund conditions described in this brochure will apply.

If your written withdrawal notification is received 7 working days prior to course commencement a full refund of tuition and material fees less a \$30 administration fee will be paid.

If your written withdrawal notification is received with less than 7 working days notice before course commencement then a full refund of tuition fees* paid less a \$50 administration fee will apply.

*A refund on unused materials will be at the discretion of the delivery department manager.

You are not entitled to any refund of tuition fees or SAF if you withdraw from a course more than four weeks after the commencement of the course. In this instance if you have entered into a payment plan with Wodonga TAFE any payments must continue. You may still be entitled to a refund/credit of any fees for unused materials.

Diploma and Advanced Diploma

Because VET FEE-HELP applies to courses at these levels, the specific rules that apply to refunds under VET FEE-HELP override the standard Victorian Government fees, charges, and refunds guidelines. The VET FEE-HELP rules on refunds apply to all VFH-eligible students at skills-deepening levels, whether or not they are accessing VET FEE-HELP assistance.

Your tuition fees and refunds at these levels are tied to the units of study you undertake each term. For each unit of study you undertake, you will be entitled to a full refund of any tuition fees paid and will not incur a VET FEE-HELP debt if you withdraw in writing on or before the published census date.

If you withdraw after the census date you will not receive a refund and will be liable for any VET-FEE Help Loan.

Start and end dates for units of study, and census dates for 2011 are shown below. More information is available from Wodonga Institute's website.

Unit of study key dates for 2011	Term 1	Term 2	Term 3	Term 4
Unit of study start date	4 February 2011	27 April 2011	18 July 2011	10 October 2011
Unit of study end date	8 April 2011	1 July 2011	23 September 2011	22 December 2011
Unit of study census date	21 February 2011	11 May 2011	1 August 2011	24 October 2011

Note Any non-recoverable materials or additional fees are not refunded.

Student Amenities Fee

The student amenities fee (SAF) is paid by the calendar year and is not based on units of study. In relation to the SAF, the following points apply. If you withdraw from your course within the first four weeks of its commencement for that calendar year, Wodonga Institute will refund any SAF paid.

No SAF refund applies if you are still enrolled four weeks after your course commences.

Full-fee-paying qualification courses (non-government-subsidised)

For Diploma and Advanced Diploma courses, VET FEE Help rules apply (see above).

For all other level courses, if you withdraw in writing 7 working days prior to course commencement a full refund of tuition and material fees less a \$30 administration fee will be paid.

Where a written withdrawal notification is received with less than 7 working days notice before course commencement then a full refund of tuition fees* paid less a \$50 administration fee will apply.

*A refund on unused materials will be at the discretion of the delivery department manager.

If you withdraw within the 4 week period from the date of course commencement, a full refund minus the equivalent Victorian Training Guarantee minimum tuition fee will apply (see table above).

For withdrawals greater than 4 weeks after course commencement there is no refund of tuition fees, however there will be a refund of the course fees paid for those units that you have not yet commenced, i.e. if the teacher has evidence of engagement in a unit no refund will be available for that unit(s). The calculation of the refund will be based on the total FFS price divided by the number of units to determine the unit price. This price will be multiplied by the number of units not yet commenced less a \$50 administration fee. Note: - Where the refund amount is less than the \$50 administration fee no refund will be paid.

Short Courses (less than full qualifications)

Where a written withdrawal notification is received 7 working days prior to course commencement a full refund of tuition and material fees less a \$30 administration fee will be paid.

Where a written withdrawal notification is received with less than 7 working days notice then a refund of 50% of fees (excluding material fees*) paid will apply.

Once the course commences no refund will be payable where a client does not attend any classes or does not complete the training.

*A refund on unused materials will be at the discretion of the delivery department manager.

Methods of payment of refunds

If you are accessing VET FEE-HELP assistance, your refund will be in the form of a re-credit to your VET FEE-HELP balance.

If you have paid your fees 'up front', your refund will be paid into your nominated bank account or to your credit card if this was your method of payment.

If you have entered into a payment plan, necessary adjustments will be made including a refund to your bank account (or to your credit card if this was your method of payment) of any amounts owing.

In some cases, fee refunds may be transferred to credit fees for another course in the same calendar year. Fee credits cannot be used in this way beyond the end of the calendar year.

Appeals on refunds

If you are unhappy with the outcome of a request for refund, or if you are in circumstances of financial hardship, you are entitled to appeal the decision. You apply through your course coordinator. If you are still not satisfied after this appeal process, you may lodge a grievance by putting your concerns in writing to the Chief Executive Officer of Wodonga Institute of TAFE.

International students

The fees and charges described in this document are not applicable to International students who can refer to Wodonga Institute's website or obtain a copy of the Institute's international course guide for more information about the fees and charges that apply to them.

**Further information on fees, charges, and refunds at Wodonga Institute
Traineeships and apprenticeships**

Phone 02 6055 6656

Fax 02 6055 6333

Email TASAdministration@wodongatafe.edu.au

NISTC enrolment centre

Phone 02 6055 6672

Free call 1800 667 778

Fax 02 6055 6666

Email nistc@wodongatafe.edu.au

All other course enrolments

Administration Services (the Institute's main enrolment centre)

Phone 02 6055 6766

Fax 02 6055 6707

Email adminservices@wodongatafe.edu.au

More information available from

Wodonga Institute of TAFE

87 McKoy St, West Wodonga

www.wodongatafe.edu.au

Correspondence to

Wodonga Institute of TAFE

PO Box 963, Wodonga Vic 3689

The information in this brochure is intended as a guide for prospective students. The information is correct as at 28th February 2011.