



REFUND AND FEE POLICY AND PROCEDURE (SMART AND SKILLED)

POLICY

Camden Haven Community College (CHCC) (RTO 90018) is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. This policy works with and is in addition to the CHCC Refund and Fee Protection policies. CHCC will comply with the Smart and Skilled Fee Administration Policy and Operating Guidelines.

PROCEDURE

To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment or on completion of the Notification of Enrolment Process.
- Students will be notified of any schedule of payments on enrolment.
- Students will be notified of any additional equipment costs prior to enrolment
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment and before Certificate is issued.
- Certificates or Statements of Attainment will not be issued until all fees are paid.
- All fees collected will be retained by Camden Haven Community College.
- Where applicable the employer will pay the fee for Traineeships.
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees CHCC will refund proportional fees.

Withdrawal of students

Withdrawal without penalty

- Withdrawal without Penalty: students will be notified that they can withdraw from the Smart and Skilled training up to a week before commencement of the course and receive a full refund of fees paid to date.

Withdrawal after the cut-off date without penalty

- Where the student withdraws from Smart and Skilled training CHCC will notify the student of fees applied and any fees to be refunded if applicable.
 - Fee refunds will be paid by EFT into the student account upon provision of account details, which CHCC will request by email

Extenuating Circumstances

- If for any reason CHCC (RTO 90018) is unable to complete the training the following Refund Policy will apply: Refer to Refund Policy and Fee Protection Policy.
- If a student withdraws from training not of their own accord (for example the Provider no longer approved) fees will be refunded. Refer to Fee Protection Policy and Refund Policy.

Camden Haven Community College Inc.											
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