

PURPOSE

The purpose of this procedure is to describe the process for the withdrawal of a student from a program and the process for the refund of fees paid.

SCOPE

This procedure applies to all students enrolled in programs across all MADEC (MADEC Australia) training sites.

RESPONSIBILITIES

The National Training Manager has overall responsibility for ensuring compliance with this procedure. It is the responsibility of all Trainers/Assessors and training administration staff to comply with the requirements of this procedure.

DEFINITIONS

Approved Reason Non-attendance due to exceptional circumstances includes:

- Illness or disability of the student; or
- Death or serious illness of a close member of the students family (parent, sibling, spouse, child or grandparent); and
- Are subject to the provision acceptable documentary evidence in support of reason.

***Concession** A concession on the standard hourly tuition fees. This does not apply to the Amenities Fee and Materials Fee.

Designated Period For students with classes scheduled on a weekly basis, the designated period is two consecutive scheduled class attendance weeks; and for students studying externally or Online the designated period is two consecutive weeks of no trainer contact.

***Materials Fee** A fee charged that covers the cost of items such as class materials, textbooks, learner guides, resources and other incidentals that are kept by the student as their personal property.

*Not applicable for SA students

PROCEDURE

Students are informed of the withdrawal process during the enrolment process, at orientation/induction or when students advise of their intention to withdraw.

Students may choose to withdraw themselves from a program at any time.

The withdrawal of a student from a program may be MADEC initiated.

A refund is subject to eligibility and the return of any property or material belonging to MADEC, which may be in the student's possession.

Outstanding liabilities to MADEC including non-payment of any fee will be deducted from the refund due and the remaining balance paid to the student, organisation or third party who originally paid.

The Community College Site Manager or Training Administration Manager will be responsible for assessing and processing refunds based on the refund criteria.

A minimum of ten days is required to process a refund application.

Student Initiated

The student must request a Withdrawal form and Refund form if applicable from the relevant site administration officer. The Administration staff can generate the Withdrawal Form from VETtrak and the [Application for Refund Form](#) from the Intranet.

The student completes the withdrawal form and refund form if applicable and returns it to the relevant site training administration staff.

The relevant Trainer determines the units that the student will be withdrawn from, records this on the withdrawal form, authorises the withdrawal and lists the actual date of their last day of attendance/participation at unit level.

The withdrawal form and refund form if applicable is forwarded to the Community College Site Manager or Training Administration Manager who will determine if the student is eligible for a refund based on the refund criteria.

The withdrawal form and refund form if applicable is then forwarded the training administration staff for processing.

For refunds and termination of Direct Debits and Centrepay plans a copy of the refund form is to be forwarded to finance for processing.

MADEC Initiated withdrawal

If MADEC cancels a program after students have enrolled, the relevant administration officer will inform the student within 48 hours and complete an [Application for Refund Form](#) with all fees associated with the program being refunded.

Students will be formally withdrawn from a program by MADEC where they have not attended for a designated period (as per definition on page 1) without an approved reason, or for disciplinary reasons.

If a student fails to be actively engaged in training for a period of longer than two weeks the relevant Trainer will notify the relevant administration officer to advise the student of MADEC's withdrawal procedure by sending the approved withdrawal letter.

If a student fails to be actively engaged in training during the designated period and also fails to provide proof of an approved reason, the relevant teacher will instigate the withdrawal process on behalf of the student by completing a withdrawal form and forwarding to Student Records for processing as per above.

Refund Criteria

Accredited Program

Where the program is cancelled by MADEC a full refund of fees will be refunded to the student.

If a student receives a valid concession after enrolment and provides evidence of this to MADEC within 30 days (HCC must be dated prior to commencement on enrolment form), the concession rate will be applied.

Victoria (subsidised training)

Where a student initiates a withdrawal by written notice at any time up until commencement, a full refund of fees will be provided.

Where a student initiates a withdrawal within 1 week of course commencement and returns any text books issued in suitable condition, a full refund of fees will be provided less a resource fee of \$75. If text books are found to be in unsuitable condition and/or disrepair an additional charge of \$100 will be payable.

Where a student withdraws after commencement, MADEC will retain all fees except unused materials fee.

South Australia (subsidised training)

Where a student initiates a withdrawal by written notice at any time up until commencement, a full refund of Participant Course fees will be provided.

Where a subsidised student initiates a withdrawal within 1 week of course commencement and returns any text books issued in suitable condition, MADEC will refund the student 80% of the Course Participant Fee.

Where a subsidised student or MADEC initiates a withdrawal more than 1 week after commencement, MADEC will refund the student 0% of the Participant Course fee.

Fee for Service Programs/Short Course Programs

Where MADEC cancels the program a full refund will be issued.

Victoria & South Australia

Where a student initiates a withdrawal by written notice at any time up until commencement, a full refund of fees will be provided.

Where the student withdraws from a course after commencement (regardless of attendance or Non-attendance) the student is not eligible for a refund.

All enrolment transfer and withdrawal requests must be received in writing.

Refunds outside of the scope of this procedure may be considered on compassionate grounds. In this instance the request will be determined on a case by case basis at the discretion of the National Training Manager, Community College Site Manager or Training Administration Manager depending on the State in which the request is being made.

CUSTODIAN: National Training Manager

REFERENCES

Standards for NVR Registered Training Organisations

2019 Guidelines about Fees Skills First Program

Directions under Work Ready Accredited Training Service Agreement (ATSA)