

Student Withdrawals and Refunds Policy & Procedure

Purpose

This policy and procedure sets out the circumstances under which Students withdrawing (i.e. cancelling) or Deferring from a course may claim for a full or part refund of any fees or charges incurred from J2S Training Solutions.

Policy

J2S Training Solutions maintains a fair and reasonable refund policy to ensure that refunds are made available to Students entitled to receive them. It is the policy of J2S Training Solutions that all applicable refunds for fees are paid to Students who pay tuition fees directly to J2S Training Solutions and who cancel their enrolment, withdraw from any J2S Training Solutions program or unit or defer or take Leave of Absence.

J2S Training Solutions does not put in place financial nor administrative barriers for any Student wishing to withdraw, regardless of the Student's funding arrangement.

In instances where J2S Training Solutions ceases to offer a course, it will ensure that the impacted Students will receive credit transfer in a replacement course through issuing Statements of Attainment for part of the course successfully completed.

Should a withdrawn Student elect to re-enrol in their previous course or an alternative course at J2S Training Solutions, J2S Training Solutions will only accept the Student's application with clear written permission by the Student and/or parent/guardian in the event of an under 18 years of age Student.

Students who wish to defer, suspend or cancel their enrolment can apply to do so only if the course in which they are enrolled is unavailable or there are compassionate or compelling circumstances. Such circumstances are generally beyond the control of the student and have an impact on the student's course progress or the student's well-being.

Supporting documents must be provided with an application for deferment, suspension or cancellation. These may include medical certificates, police reports, psychologists reports and any other relevant documents. Deferment is defined as postponement of commencement of a course, suspension is defined as temporary postponement of enrolment during a course, cancellation is defined as cessation of enrolment in a course.

Students are advised about their rights to withdraw and any refund arrangement through both the Student Handbook and on the website, through publishing of this Policy & Procedure

Procedure

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Applications for course cancellation must be made in writing to J2S Training Solutions Manager, Student Engagement Officer.

1. Refund Entitlements

- All enrolments have a 5-day cooling off period .
- Cancelling *outside of the 5- business day cooling off period but prior to commencement date* of course will result in a cancellation fee of \$200 (or full course fee if enrolment fee is less than \$200).
- Cancelling *within the first 5 calendar days of the course commencing* will result in a cancellation fee of \$200 (or full course fee if enrolment fee is less than \$200).
- Any Student cancelling *outside of the first 5 calendar days of course commencement* will result in the Student being held liable for the entire course fee.
- Books and other learning materials must be returned (in original condition) or Student will incur full costs with no refund applicable.
- Course fees are not transferrable to any other individual.
- All course fees will be refunded if J2S Training Solutions cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the Student. Such arrangements may include transfer of enrolment to an alternative course.
- In the unlikely event of J2S Training Solutions ceasing operations, Students will be issued with a Statement of Attainment for all successfully completed units, and will receive a full refund of any incomplete units of competency.

2. Special Circumstances

- J2S Training Solutions will only consider applications for a refund outside of the above entitlements where there are special circumstances. To assist Students with making their application the following definitions and guidelines are to be applied in determining special circumstances:
 - Special circumstances which would make it impracticable for the person to complete the requirements for the unit of study may include:
 - medical circumstances;
 - family circumstances;
 - personal circumstances;
 - employment related circumstances; and/or
 - course related circumstances.

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- Special circumstances need to be:
 - beyond a person's control; AND
 - do not make their full impact until on or after the course commencement date in question; AND
 - make it impracticable for a person to complete the requirements for the course.

Review of Decision

- Where J2S Training Solutions makes a decision NOT to refund a Student, that decision may be subject to review.
- If a Student is not satisfied with the decision made by J2S Training Solutions, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
 - be made within 28 days of receipt of the original decision;
 - use J2S Training Solutions Grievance, Complaints and Appeals process (available on J2S Training Solutions website and in the Student Handbook).
- J2S Training Solutions will review the matter in accordance with its *Grievance, Complaints and Appeals Policy and Procedure*, also available on J2S Training Solutions website and in the Student Handbook.

Related Documents

POLICY AND PROCEDURE Grievances, Complaints and Appeals (Academic & Non-Academic)

POLICY AND PROCEDURE Fair Treatment & Equal Benefits and Opportunities

POLICY AND PROCEDURE Fees & Charges and Refunds

POLICY AND PROCEDURE Recognition of AQF Qualifications

FORM Compliant Lodgement Form

Responsible Officer

The responsible officer for the implementation of this Policy and Procedure is the Head of Quality, Compliance and Products.

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Publishing details

Document Name	Student Withdrawals and Refunds Policy and Procedure
Approved by	Head of Quality, Compliance and Products
Date of Approval	9 th February 2018
Student Experience Framework Stage	Evolve and Reflect
Student Experience Framework Step	Withdrawal, Deferment or Suspension including refund of fees.
Version	3
Summary of content (new) or amendments (revised)	Provides clarification on cooling off period for a refund.
Next Review Date	9 th February 2019