



Merinda Park Learning & Community Centre Inc

A0028764B

ABN 69 093 616 835

Melways Ref. 129 F8

RTO 3952

Phone: (03) 5996 9056

141-147 Endeavour Drive, Cranbourne North 3977

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REFUND POLICY

Purpose

This document is to identify and clarify clear options for refund after payment of pending service or after commencement of a service.

Organisational Responsibility

- Each application will be dealt with promptly
- MPLCC will refund all payments made by a person if the course/program is cancelled or course commencement is postponed by more than four weeks, unless MPLCC makes alternative arrangements acceptable to the person.
- Refunds will be made once a request for a refund is received in writing and the refund will be paid to the source of the payment eg. Credit card payment then the refund will be made to that credit card.
- No refunds will be made in cash even if the payment has been made originally in cash as cash is not held on the premises.

Refund Policy:

- A full refund will apply if Merinda Park Learning and Community Centre cancels the course/program.
- A student who withdraws from an accredited course more than 7 days before the course commencement, will receive a refund of fees paid less an administration charge of \$25.00 for accredited courses and for accredited courses the deposit is non-refundable .
- A student who withdraws from the course/program within the first four weeks of commencement will receive a refund of fees paid minus a \$100.00 administration charge to cover tuition fees and manual fees for books received for the weeks attended.
- A student who withdraws any time four weeks after the course commencement will be charged for classes attended, manuals received and administration fees until the date that written withdrawal is received. A copy of the calculations can be requested showing how the refund was calculated.



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- If you enroll in a course but then apply successfully for RPL, you may be entitled to some refund of the tuition fee, depending on how many hours are in the course and what you have already paid. If your RPL is unsuccessful then you will not be entitled to any refund of fees paid in advance.
- A student withdrawing from a non accredited / pre-accredited course will receive a refund less a \$25.00 administrative fee if it is more than 7 days prior to the course commencing. If it is within 7 days of the course commencing and the position cannot be filled then there will be no refund.

REFUND PROCEDURE

Application for refund process:-

- 1/ Students enrolled in an accredited course and withdrawing and expecting a refund will need to put this in writing. This will be forwarded to the CEO or Centre Administration Manager where all due course fees will be calculated. The student is liable for all fees up until the written withdrawal is received.
- 2/ The withdrawal will be handed to the CEO who will then calculate fees due or fees to be refunded. If a refund is due then an account amendment form will be completed then given to the Finance Officer for refund.
- 3/ A Withdrawal form from the course to be completed and handed to Administration.
- 4/ All refunds will be paid into a student bank account or refunded back onto a credit card presented at reception. No CASH refunds
- 5/ The data entry person will be notified of the withdrawal and withdraw the person from classes within Vettrak.
- 6/ The trainer will complete the transcript for the student and forward the file to administration for a statement of attainment to be completed.
- 7/ A Statement of Attainment will be available for collection after all units of work handed in are marked, all documentation is completed, the file is audited and the data entry person .



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REQUEST FOR REFUND FORM

Student's Name:Id Number.....

AddressPost Code.....

Phone No.....Mobile No.....

Withdrawing from Course Name: Course Code.....

Date of WithdrawalFees Charged.....Amount Paid to Date.....

Refund Amount Requested \$.....

Student's Name (print)..... Signature.....

Refund Approved/ Rejected (delete as appropriate)

Reason for Requesting Refund (delete as appropriate):

Course was cancelled / Change of timetable / Other (specify)

Other

Payment Method

Cheque† Visa Credit† MasterCard Credit† Direct Debit Cash

Bank details BSBAccount Number.....

OR

Credit Card Number (if refunding to credit card): _____

Expiry date of card: ___ / ___

Signature.....Full Name on Card.....

Cheque Number (if applicable).....

If Refund to be Paid to a Third Party:

Cheque payable to Contact Name.....of (organisation).....

Cheque No..... (if applicable)

Authorised C.E.O. / C.A.M. (print).....

Signature.....

Date.....