



VITALIS TRAINING CENTER

Refund Policy and Withdrawal from Course Form

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Refund Policy

Purpose

This policy applies to all domestic students enrolled in a course or unit of study/studies at the Vitalis Training Center and provides a broad framework and set of principles regarding the payment of refunds and any circumstances relating to this. This includes but is not exclusive to

- Self-funded Students (up-front payment of fees and/or payment plan)
- Enrolment Fees
- Special circumstances

Policy Statement

The Vitalis Training Center is committed to ensuring fair and reasonable refund practices and will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/students, where training and assessment activities have not been delivered.

Policy Principles

The following principles underpin this policy.

- Details of the Refund Policy are to be publicly available.
- Payment of normal refunds is made within two weeks (14 days) of application for refund

With regard to all withdrawals, the Vitalis Training Center will first encourage a student to enroll on another course date, prior to processing refund applications.

Written notification of withdrawal from a course must be provided by a student to apply for a refund for a course. This may be via letter or email.

- There is no refund applicable where a student has commenced their studies and passed the census date.
- There is no refund to participants who do not obtain their qualification after assessment (Not Yet Competent).
- There is no refund for Recognition of Prior Learning (RPL) assessments after enrolment, where advanced standing resources and services have been supplied to the student.

The Vitalis Training Center does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

The Vitalis Training Center provides a full refund to all students, should there be a need for the Vitalis Training Center to cancel a course. In the first instance, the Vitalis Training Center will (where possible) provide an opportunity for the student to attend another scheduled course.

If the Vitalis Training Center cancels a course, students do not have to apply for a refund, the Vitalis Training Center will process the refunds automatically.

Refunds are granted on a sliding scale (see below table)

VITALIS TRAINING CENTER		
REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Student withdraws from course	In writing, 30 days prior to the course commencement date	100% of the course (paid by the student)
Student withdraws from specific course	In writing, later than 30 days before course commences but prior to or on VHTcensus date (30 days after course start date)	Refund of fees paid by student less a \$100.00 Administration Fee per unit of study. (e.g. Gold Standard = 24 units of study)
Student withdraws from specific course	In writing, after VHTcensus date.	Nil Refund – student remains liable for the full unit or units of study fee
Student withdrawn from the course by the Vitalis Training Center	After course commencement, due to inappropriate behavior	Nil Refund – student remains liable for the full unit or units of study fee
Course canceled by the Vitalis Training Center		100% of the course fee (paid by the student)

Request for Refund

Students who believe that they may be eligible for a refund are required to complete a **Request for Refund Form**. In the instance of the Vitalis Training Center canceling a course this form is not required, the Vitalis Training Center will process the refund automatically.

Special Circumstances

Students who have difficulty in paying any relevant fees by the agreed date are encouraged to contact Student Services to discuss their concerns further.

Where applicable, a delay of payment or change to another later course may be granted under extenuating circumstances.

A review of a student's application under this policy will occur within 15 working days of receipt of the appropriate documentation.

The College must be satisfied that a student's circumstances are beyond their control (i.e. if a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the person is not responsible).

Special circumstances may include:

Medical reasons

For example:

- The student has a medical condition that has developed prior to the last date to withdraw without penalty, continued past that date, and deteriorated to the extent that the student is unable to continue their studies.
- A student's medical condition only became known after the last date to withdraw without penalty, and it was such that the student was unable to continue with their studies.

Please note that an existing or ongoing medical condition prior to commencement is not considered grounds for Special Circumstances as the student is aware that this can impact their academic performance.

- A student has a medical condition that has increased in severity suddenly, meaning they were unable to attend an assessment, meet attendance requirements, or attend a required clinic session.

Students will need to supply a medical certificate to substantiate their claims and fill in the Special Circumstances Application form

Family / personal reasons

Due to unforeseen personal / family reasons that occur or worsen that are beyond the student's control and they are unable to continue the current study schedule or complete their studies.

For example:

- A member of the student's family suffers from a severe medical condition and, after the last date to withdraw without penalty, they are required to provide full-time care. As a result, they are unable to continue their studies.
- A member of the student's family or close friend dies, and they are affected to the extent that, after the last date to withdraw without penalty, they realize that they are unable to continue with their studies.
- The student's or their family's financial circumstances change unexpectedly after the last date to withdraw without penalty to the extent that the student is unable to continue with their studies.

- Due to unforeseen personal / family reasons that occur or worsen at the time an assessment item is due and/or at the time of an exam and that are beyond the student's control, they are unable to submit an assessment item.
- A member of the student's family dies, and they are affected to the extent that they must attend the funeral service or are required to attend funeral and/or legal arrangements within one week of the death.
- A member of the student's immediate family becomes suddenly and seriously ill to the extent that they must become a carer to them and/or remain in quarantine at the time that an exam is taking place (e.g. your child contracts measles).

The student will need to supply documentation from, for example, a family doctor or counselor, to substantiate your claims and fill in the Special Circumstances Application Form

Employment related reasons

The student's employment status or arrangements change unexpectedly due to circumstances beyond their control, and they are unable to continue their current study schedule or complete their studies.

For example:

- The student is employed out of necessity while studying, and their employer unexpectedly increases their hours of employment in circumstances where they are unable to object. As a result, the student is unable to continue their studies or complete their course requirements.
- The student is employed out of necessity while studying, and the employer directs them to be transferred to a different State or remote location and there are no online options available for the student to continue their studies. As a result, they are unable to continue with their studies and complete the course requirements.

Note: Choosing to increase your hours of work or undertake additional employment is not regarded as circumstances beyond the student's control.

The student will need to supply a letter from their employer to substantiate their claims.

Applications for special circumstances may be made at any time throughout the student's enrolment with the Vitalis Training Center.

Special circumstances do not apply to:

- A student 'changing their mind' about studying at the Vitalis Training Center and wishing to withdraw;
- a lack of knowledge or understanding of fee requirements under the scheme including census dates;
- a normal change in work arrangements such as a change of shift or planned holiday;
- any holiday arrangements or social / leisure / personal commitments made by the student within a calendared study period (including overseas travel and school holidays);
- misreading timetables or forgetfulness; or
- a person's incapacity to repay a debt.

Supporting documentation

A student must provide original or certified, independent documentation as part of any application for special circumstances. The documentation must clearly indicate the following:

- the level of impact of the special circumstances
- what the special circumstances were
- when they occurred
- how long they lasted; and
- for applications relating to a refund of debt, that the circumstances made their full impact on the student on, or after, the census date.

This documentation should include:

- Medical Reasons – a statement from an appropriate health care practitioner that states: The date their medical condition began
- How their condition affected their ability to study
- When it became apparent that the student could not continue their studies or that their studies would be impacted in some way

Note: The student should inform their doctor that the statement will be sent to the Vitalis Training center in support of their application for consideration under special circumstances.

Family / Personal Circumstances –

a statement from a doctor, counselor, or independent member of the community, for example, a Justice of the Peace or a Minister of Religion, stating:

- The date of the student's family / personal circumstances began or changed
- How the circumstances affected their ability to study
- When it became apparent that the student could not continue their studies or that their studies would be impacted in some way

Employment Related Reasons

– a statement from your employer stating:

- The student's previous work hours and location
- The student's current work hours and location
- The reason for changed hours and location.

Assessment of Special Circumstances

Applications for consideration of Special Circumstances will be assessed by the Director in conjunction with any relevant staff, according to the quality of the independent supporting evidence provided by the student, as described above. Assessment of special circumstances will occur in a timely manner that takes the nature of the request into account.

Requests relating to written assessment items or examinations will be decided within 14 days.

Definitions

VHTCensus date – is a date set by Vitalis Training as the last date of possible withdrawal or course change without penalty (except for administration fees). This is 30 days after the course start date.

Student – is an individual person who is formally enrolled to study at the Vitalis Training Center. The individual person is that who appears on the Vitalis Training Center's documents such as enrolment, admission, and payment documents.

Withdrawal from the Course and Special Circumstances Form

This form is to be used when formally withdrawing from a course of study when you do not intend to return to study.

If you are seeking to defer your course, refer to the Variation of Course Form.

If you are withdrawing from a course and have paid for subjects/units of study that you are yet to complete, Refer to the Refund Policy to see if you are eligible for a refund of fees paid.

PERSONAL DETAILS

Student

Title Given Name Family Name

Address State Postcode

Email Phone Number

Date of Birth

COURSE DETAILS

I wish to withdraw from the following course:

Course Title Expected year of completion

REASONS FOR WITHDRAWAL

Please take the time to list your reasons for withdrawal. Your feedback is important to us.

- | | |
|--|--|
| <input type="checkbox"/> Attending a different institution | <input type="checkbox"/> Lack of Preparation/ not coping |
| <input type="checkbox"/> Family illness | <input type="checkbox"/> Poor reputation |
| <input type="checkbox"/> Personal illness | <input type="checkbox"/> Residential |
| <input type="checkbox"/> Personal problems/ reasons | <input type="checkbox"/> Travel/ break from study |
| <input type="checkbox"/> Not what I expected | <input type="checkbox"/> Work-related reasons |
| <input type="checkbox"/> Felt unwelcome | <input type="checkbox"/> Other (please specify |
| <input type="checkbox"/> Financial | |

Please provide any feedback that you would like to provide regarding your experience.

I have attached all documentation required for consideration of special circumstances. YES
N/A

Student Signature

Date

OFFICE USE ONLY

Date Processed

Staff Member's Name

Signature