



REFUND POLICY

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Camden Haven Community College Inc (CHCC) offers refunds under a fair and equitable process.

1. Students are entitled to a full course refund if CHCC cancels a course for any reason, prior to its commencement.
 - a. Enrolments are closed five working days prior to course commencement. At this point a decision is made by the Program coordinator as to whether the course/training will go ahead. If the course is cancelled, refunds or offer of credit towards another course that year is offered to the students.
2. Where a student cannot attend a course or training session, due to extenuating circumstances, a course transfer may be considered by management. The course transfer is the offer of attendance at a similar course or session to replace the missed course or session, where available and should normally be taken within the same calendar year of the original course.
3. If a student has unique reasons for requesting a monetary refund in lieu of credit transfer, a letter may be written to the Manager requesting a refund. These cases will be assessed on an individual basis and an administration fee may apply.
4. Students are entitled to a refund for college courses, if they give CHCC 1 week's notice of cancellation, before a course begins.
5. For paid refunds, there may be an administration fee. Credit Card transaction fees may be charged on refund transactions.
6. Students may request a refund if, following the first session of the course, the course does not meet their expectations. An application for this circumstance is to be addressed in writing to the Manager to be assessed on a case by case basis.
7. There are no refunds for Distance Education courses, on-line courses and any course, training or event that is externally arranged and the college has committed fees or funds to prior to the start.
8. A summary of the refund policy will appear in the course brochure and enrolment information.
9. If a student is not satisfied with the credit transfer or refund offered then CHCC's Grievance Policy will be utilised.
10. Refunds are to be made by direct deposit into the student's bank account or credit card within 2 weeks of request. There are no cash refunds.
11. Once a student has enrolled, paid and commenced their course, fees are non-refundable and relevant for the duration of that course only.
12. Should a period of 6 months occur without any student activity, that student is considered withdrawn from that course and the fees are neither refundable nor carried over to another course.
13. For NSW Government subsidised training, for example under the Smart & Skilled Program, refer to specific guidelines for refunds.
14. Any special arrangements may be negotiated with the Manager of Camden Haven Community College.

Camden Haven Community College Inc.

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