

CAMDEN HAVEN COMMUNITY COLLEGE INC

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Refund Policy

Camden Haven Community College Inc (CHCC) offers refunds under a fair and equitable process recognising the rights and circumstances of students and financial pressures for the College.

Courses cancelled by the College

Students are entitled to a full course refund if CHCC cancels a course for any reason, prior to its commencement. 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.

Courses cancelled by the student

Students are entitled to a refund for college courses, if they give Camden Haven Community College one weeks' notice of cancellation, before a course begins.

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.

Commenced courses

Once a student has enrolled, paid and commenced their course, fees are non-refundable and relevant for the duration of that course only.

Should a period of 6 months occur without any student activity, that student is considered withdrawn from that course and the fees are neither refundable nor carried over to another course.

Government funded courses

NSW Government subsidised training, for example under the Smart & Skilled Program, refer to specific guidelines for refunds.

Complaints

If a student is not satisfied with the credit transfer or refund offered then CHCC's Complaints Policy will be utilised.

Any special arrangements may be negotiated with the Manager of Camden Haven Community College.

PREPARED/ REVIEWED BY	H Proudfoot								
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