

PROCEDURE – Course Fee Refund

POLICY AREA:	Finances	FNPRO1
SCOPE:	Commitment to fair course refunds that is equitable for both OPEN CHANNEL and students	
PURPOSE:	Guidelines for course fee refunds	

PROCESS

(1-8)

1. If OPEN CHANNEL cancels a course, applicants have the option of transferring to another course or a full refund within 14 days of notification. No refunds will be processed after two (2) months from the scheduled start date of that course.
2. If an applicant is not accepted into a course all fees paid will be refunded or may be transferred to another course.
3. Notice of an applicant's intention to withdraw from a short course must be received in writing 14 days before commencement in order to receive a full refund.
4. If an applicant withdraws from a course less than 14 days before the commencement of a course a 20% administration levy will be charged.
 - a. Qualification students (with Learning Plans) must pay this levy prior to continuation of study.
5. If an applicant transfers courses less than 14 days before the commencement of a course a 20% administration levy may be charged at the discretion of the Accountant. (Contact OPEN CHANNEL to ascertain whether your transfer affects the course minimum numbers)
6. If an applicant withdraws after commencement of a course there will be:
 - a. No refunds for short courses, customised or regional training
 - b. A \$1000 fee for full-time or up-front payment qualification where withdrawal is up to 14 days after the agreed start date (listed in the Learning Plan)
 - c. No refunds apply for full-time or up-front payment qualification after 14 days from agreed start date (listed in the Learning Plan)
7. There are NO refunds for Accreditation options on short courses.
8. Refunds are processed within 30 days of written notification. No refunds are made after two (2) months of the start date of course or date of last attendance.

RELATED FORMS:

Course Fee Refund Policy
 Application Forms
 Refund/Transfer Request Form