

Application for Refund Form

ICCC aims to communicate information regarding refunds openly and transparently.

Student fees are processed accurately and ethically to ensure all transactions are appropriately handled and comply with the requirements for ethical practices for all students.

Fees for Funded Students

Where students undertake training under a funded arrangement, the fee is set by the funding provider, Training Services NSW. No additional fees related to training are applied to a student under this arrangement.

Fees for Non-Funded students (Fee for Service)

Where students undertake training under a non-funded arrangement, the fee is set by ICCC aligned to the annual Course Fees Schedule.

Course Fees Schedule

As a minimum this schedule includes:

- the total amount of all fees including course fees, material fees and any other charges for enrolling in a training program;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results

Refunds

The fee is non-refundable after the cooling off period, which is 7 days after the completion of the enrolment form.

Where a student withdraws after the cooling off period, the student may be eligible to receive a partial refund only.

The following refund policy will apply:

- All students who give notice to cancel their enrolment prior to the commencement of a program will be entitled to a 65% reduction in fees. The balance charged (35%) is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- All students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the Finance, Training and General Manager in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

Where refunds are approved, the refund payment will be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Application for Refund request form.

Fee amounts (as a percentage) owed at each stage of the training program		
Certificate III	Diploma	Diploma with CT
Group 1 – 35%	Group 1 – 35%	
Group 2 – 70%	Group 2 – 45%	
Group 3 – 100%	Group 3 – 60%	
Group 4 – 100%	Group 4 – 80%	
	Group 5 – 100%	Group 5 – 50%
	Group 6 – 100%	Group 6 – 100%
	Group 7 – 100%	Group 7 – 100%

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, where possible, ICCC undertakes to provide the following fee information to each student:

- the total amount of all fees including course fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and replacement textbooks etc

Student complaints about fees or refunds

Students who are unhappy with the arrangements for refunding of fees are entitled to lodge a complaint. This should occur in accordance with the complaints policy and procedure.

Additional Fees

Students may be required to pay additional fees. A description of what fees may be applicable can be found in the Course Fees Schedule for that calendar year.

If for any reason ICCC is unable to fulfil its service agreement with a student, ICCC will refund the student's proportion of fees paid for services not delivered.



REFUND REQUEST

Name: _____ Workplace: _____

Email: _____ Phone: _____

Course ID: ☐ CHC30113 Certificate III in Early Childhood Education and Care
☐ CHC50113 Diploma of Early Childhood Education and Care
☐ BSB51918 Diploma of Leadership and Management

Training Type: ☐ Subsidised (Trainee/EFQ/TPFQ) ☐ Fee Paying

Total Fee Amount Paid: \$ _____ Requested Refund Amount: \$ _____

Reason for Requested Refund: _____

Signature: _____ *digital signature accepted Date Submitted: _____

OFFICE USE ONLY

Date Received: _____ Received By: _____ (staff name)

☐ Request Granted ☐ Request Declined Reason: _____

Approved By: _____ Refund Amount: \$ _____

Signature: _____ *digital signature accepted Date: _____