

# Refund Policy

## Course Fee Refunds

### Refund of fees paid in advance - prior to course commencement

For all Courses (other than Short Courses), the following refunds apply according to the date that the written notification of withdrawal is received.

If written notification of withdrawal is received:

- 10 or more working days prior to course commencement - full refund less \$100 administration fee
- 5 to 9 days prior to course commencement - 50% refund
- less than 5 days prior to course commencement - No refund

### Short Courses

A refund is given on receipt of written notice of withdrawal from a course if provided 10 working days prior to commencement. An administrative fee of \$50 is retained.

If written notification of withdrawal is received less than 5 working days prior to course commencement no refund is available. Another suitable person may attend as a substitute.

### Refund of Fees and Fees Payable - for courses commenced

The following applies to withdrawal from courses where the student has commenced:

Victorian Training Guarantee (VTG) and Full Fee for Service students may have up to a 50% refund or adjustment to outstanding fee invoices made for withdrawal from a course after commencement depending on student hours of participation already completed. An administrative fee of \$100 is retained. Refunds are only approved after applying in writing and if the student file documentation has been completed.

There are no refunds on instalment payments already made if a student either withdraws or is terminated.

### Students Deferring Studies

No fee refunds are granted for deferral as there is a requirement to maintain enrolment as a fee paying student. Any outstanding fees are payable.

### Special Consideration

The Chief Executive Officer may give special consideration to a refund in the case of a personal/ family crisis resulting in withdrawal from a program of study.

### Refund Policy on Funded Position

Reference website: [skills.vic.gov.au](http://skills.vic.gov.au)

## **Continuing Nurse Education (CNE) Points**

Selected activities throughout this publication have been endorsed by Authorised Providers of Endorsed Conference and Courses (APEC) No 04062813 as authorised by the Royal College of Nursing, Australia, according to approved criteria.

Nurses undertaking Mayfield courses may be entitled to CNE points.

For non specific nursing programs, CNE points may be available. Please enquire on application.

## **Police Checks**

Some courses require clinical or work placements, and the Mayfield student may be required to provide a satisfactory police check prior to acceptance by the host agency.

## **Office Hours**

Mayfield Education's office hours are 8.30am to 4.45pm, Monday to Friday. Mayfield is closed for business on public holidays.

## **Certification**

On receiving your certification make sure it is kept securely as replacement of documents incurs a fee.