

REFUND POLICY

1. PURPOSE AND CONTEXT

The purpose of this policy is to establish the framework under which the Victorian Institute of Teaching (the Institute) issues refunds to registrants and applicants.

The objective of this policy is to ensure a consistent approach is applied to refunds.

2. SCOPE

This policy applies to all registrants and applicants who request a refund; and to staff involved in the management of this process.

3. DEFINITIONS

Term	Definition
Pro rata basis	Calculated on the number of months remaining for the relevant annual registration period
Registration fee	Amount equivalent to the annual/renewal registration fee as fixed by the Minister
The Minister	Is the Minister of Education

4. STATEMENT OF POLICY

4.1. Charging or Payment Errors

- 4.1.1. Where a teacher has made an over payment or the Institute has incorrectly charged a teacher, the Institute will credit the teacher's account with the value of the error or over payment.
- 4.1.2. Refunds may be arranged on credit accounts upon a request made by the account holder.

4.2. Cessation of Registration

The Institute will refund a teacher's registration fee where receipt of the teacher's notification of cessation and registration card has been received prior to 1 January.

- a) This refund is only applicable where a teacher has paid registration fees for an annual registration period but has subsequently decided to cease registration prior to 1 January of that annual registration period.
- b) An annual registration period commences from 1 October to 30 September.

4.3. Death of a Registered Teacher

The Institute will refund the registration fee component on a pro rata basis where a request from the estate of a deceased teacher has been received.

4.4. Criminal Record Check Fee

The Institute will refund the criminal record check (CRC) fee where the processing of the CRC will not commence.

4.5. Other Refund Requests

Other refunds may be made at the discretion of the Chief Executive Officer, Group Manager, Corporate and Communications, or the Group Manager, Registration.

5. REFERENCES

- Schedule of Fees (as fixed by the Minister annually)
- Refund Procedure (refer to financial procedures)

6. DOCUMENT CONTROL

Document Control Details

Document Code:	FIN-POL-006		
Document Author:	Financial Controller		
Document Owner:	Group Manager, Corporate & Communications		
Document Approver:	Council		
Status:	Approved	Version:	3.0
Approval Date:	19 August 2015	Effective Date:	19 August 2015
Major Review Date:	19 August 2016		

7. VERSION HISTORY

Version	Change Date	Description
0.1	23 April 2013	Initial draft
0.2	23 April 2013	Review and edit (GMCC)
0.3	30 April 2013	Review and edit (Manager, Governance)
0.4	10 May 2013	Review and edit (GMRA)
0.5	13 May 2013	Review and edit (GMSPL)
1.0	26 June 2013	Approved Council
1.1	3 October 2014	Review and edit (Finance Manager)
2.0	15 October 2014	Approved Council
2.1	24 June 2015	Review and edit (GMCC)
2.2	4 August 2015	Update to new template, review and edit (QCIC)
3.0	19 August 2015	Approved Council