

Refund policy

Last updated July 2021

1. PURPOSE AND CONTEXT

The purpose of this policy is to establish the framework under which the Victorian Institute of Teaching (VIT) 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 VIT 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 registration fee / annual renewal registration fee as fixed by the Minister
The Minister	Is the Minister for Education

4. STATEMENT OF POLICY

4.1 CHARGING OR PAYMENT ERRORS

4.1.1. Where a teacher has made an over payment or the VIT has incorrectly charged a teacher, the VIT 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 VIT 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 VIT 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 VIT will refund the Nationally Coordinated Criminal History Check (NCCHC) fee where the processing of the NCCHC will not commence.

4.5 OTHER REFUND REQUESTS

Other refunds may be made at the discretion of the Chief Executive Officer, Director, Shared Services, or Director, Teacher Engagement and Registration.

RELATED LEGISLATION, POLICY AND DOCUMENTS

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