

PROCEDURES

REFUNDS

1. SCOPE

This document describes the procedure to be followed when a client requests a refund

2. PURPOSE

- 2.1 To define refund parameters
- 2.2 To provide a means of processing requests for refunds

3. DEFINITIONS

Nil

4. ACTION

- Refund requested (use Refund Request Form {RRF})
- Administrator calculates refund based upon Refund Policy
- RRF sent to Principal
- RRF approved or rejected by Principal (signs Refund Request Form or follows up with client)
- Refund payment actioned (cheque drawn against Trust Fund and Refund Receipt raised)
- Refund sent to client requesting receipt be returned within ten working days
- Returned Refund Receipt Form placed into Learners Record (hard copy) file
- Note made in Learners Record database

5. REFERENCED DOCUMENTS

Refund Policy

6. ATTACHMENTS

DRO 009 - Refund Request and Receipt Forms

