Student Refund Policy
Including VET FEE-HELP students
STATEMENT

The intention of this policy is to ensure your monies are handled fairly, transparently and consistently. This policy assists you and our staff to clearly understand our respective obligations, rights and options around the payment of course fees.

WITHDRAWAL FROM A COURSE OR VET UNIT OF STUDY

If you wish to withdraw from the course or VET unit of study, you must do so in writing and adhere to the relevant procedure when withdrawing from a VET unit of study or course.

Withdrawal for the purpose of this policy could be due to any of the following:

• Course abandonment
• Initiated by us OR
• Initiated by you.

ENROLMENT ABANDONMENT

You will be considered to have abandoned your enrolment if you fail to attend 4 consecutive scheduled sessions without giving prior written notification to us. Where enrolment abandonment is deemed to have occurred, your enrolment will be cancelled, and written notice sent to your address on file.
Non VET FEE-HELP eligible students

GENERAL

We will inform you in writing of fees prior to commencement of studies. To ensure a place in a course, fees must be paid either in full or (if approved) by instalments as indicated in your agreement. A deposit is required prior to commencement of the course to secure a place.

Payment may be made by cheque, money order, credit card or direct debit.

We maintain a financial agreement only with you and not with any third party paying fees on your behalf (except where tuition is being provided under a government funded program such as a Traineeship or an agreed employer contribution).

REFUNDS

In the event you withdraw from a VET unit of study, on or before the census date for that unit of study, 100% of tuition fees paid for that unit will be refunded to you.

In the event that you withdraw from a VET unit of study after census date for that unit of study no refund is applicable.

In the case of enrolment abandonment no refund will apply and you will be required to pay any outstanding fees for your enrolment.

Approved refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.

PAYING BY INSTALMENTS

In the case of withdrawal after the census date you will be required to pay any remaining monies for the unit of study you are enrolled in by an agreed date.

In cases where the instalment agreement is broken (ie fees are not paid by the due date) the following will occur:

• Reminder notices will be forwarded, requesting immediate payment of overdue fees.

• If a satisfactory response is not forthcoming, debt recovery action may be taken in order to recover the fees. Any debt collection costs will be your responsibility.

• No documentary or verbal evidence of enrolment or results will be given.

• You will not be accepted into any other course/unit of study with us whilst fees remain outstanding.

• Your enrolment may be suspended or cancelled at the discretion of the General Manager.

If you withdraw after the census date for a VET unit of study you may apply for special consideration in line with the Grievance Policy.
VET FEE-HELP students

REFUNDS

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET FEE-HELP enabled course offered by us.

In the event you withdraw from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to you and you will not incur a VET FEE-HELP debt.

In the event you withdraw from a VET unit of study after census date for that unit of study no refund is applicable and/or you will incur a VET FEE-HELP debt.

SPECIAL CIRCUMSTANCES (FOR VET FEE-HELP STUDENTS)

If you withdraw after the census date for a VET unit of study you may apply for special consideration in line with the Student Review Procedures for Re-crediting a VET FEE-HELP Balance.