

STUDENT REFUND POLICY

Purpose

The purpose of this policy is to provide guidelines for students who wish to defer, withdraw or change courses.

Scope

This policy applies to all potential and currently enrolled students.

1. GENERAL PRINCIPLES

- a. VASS College of Vocational Education's policy on the refund of tuition fees has been determined to comply with the requirements of the ASQA Standards for RTO'S 2015.
- b. the policy applies to equally to commencing and continuing students.
- c. before a refund can be processed, the funds covering the tuition fee must be available to the College, i.e. cheques and drafts cleared and telegraphic transfers received.
- d. application for withdrawal must be in writing on the official Withdrawal Form and sent to the setting out the reasons for the request and accompanied by supporting documentation.
- e. refunds will be paid according to this policy within 20 working days of receiving a written Withdrawal Form, including all relevant documentation from the student. A full refund will be paid within two (2) weeks in the case where the College defaults.

PAYMENT PLANS

The College can only take prepaid monies prior to the course commencement of \$1500.00.

All student who are on Payment Plans will receive partial refunds of fees associated to the amount of training undertaken in a given period (see Partial Refunds section below). The amount of refund returned will be determined by the length of time the student has been on course and in line with the student's payment plan.

FULL REFUNDS

A total refund will be made in the following circumstances:

- a. If an offer of a place is withdrawn by the College

(Note: If the offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student the College reserves the right to retain 10 per cent of fees).

- b. The College is unable to provide or ceases to provide the course for which the student has applied or is enrolled.
- c. Four weeks prior to course commencement.
- d. If the course is cancelled or deferred
- e. If the student has applied for Recognition of Prior Learning a partial refund to the amount equal to the difference between the fees paid and the fees payable will be refunded

PARTIAL REFUNDS

For students who withdraw from a course, the following applies:

- a. 14 days prior to the commencement of the course a 75% refund will be given;
- b. Under 14 days prior to the commencement of the course and one week into the course a refund of 50% will be given, and;
- c. One week after the commencement of the course, no refund will be given.

EXCEPTIONAL CIRCUMSTANCES

In the event that a student cannot continue or commence on a course, a total or partial refunds may also be given in exceptional circumstances, which prevent a student taking a place after accepting an offer, as follows:

- a. illness or disability;
- b. death of the student or a close family member, and;

Documentary evidence must be provided.

A student who withdraws from a course, for whatever reason, after the fourth teaching week of the course will not be eligible for a refund.

POLICY REVIEW

July 2023

Approved by:	Leila Alloush CEO	Date:	January 2021
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	<h2>APPLICATION FOR PAYMENT PLAN</h2>
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COURSE INFORMATION			
Venue			
Dates		Course Cost	\$
Times		Course Name/Code:	

PAYEE INFORMATION			
First:	Last Name:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Ms.	
Email address:	Gender: M <input type="checkbox"/>	Date of Birth:	
	F <input type="checkbox"/>		
Street address:			
City:	State:	Postcode:	Country:
Contact Phone:	Mobile Phone:	Fax:	
Student Name (if payment by third party):			

PAYMENT PLAN DETAILS			
<p>I undertake to make payments in accordance with the following payment plan.</p> <p>*Student Administration will break down course payment with the student prior to course commencement. A receipt will be given by the College after each payment is made.</p>			
Payment Date	Payment Amount	Balance	Payment Received
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>

VASS College of Vocational Education

/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
/ /	\$	\$	Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>I understand that a deposit is payable to secure a place in this course, and that payment in full is required 10 days prior to the commencement of this course unless alternative arrangements have been agreed to with the VASS College of Vocational Education's CEO.</p>		<p>Signature:</p>	

CONDITIONS OF PAYMENT PLAN

- Participants who enrol less than 90 days prior to course commencement are required to deposit monies in accordance with this payment plan unless alternative arrangements are agreed by the CEO.
- The payee is responsible for arranging payment of the deposit to ensure booking.
- Bookings will be confirmed on receipt of this completed course registration form and payment of agreed deposit amount. All cheque payments are subject to clearance prior to confirmation of registration.
- Cancellations and transfer of bookings will be accepted if advice is received no later than ten working days prior to course commencement. A refund will then be issued in accordance with the VASS College of Vocational Education's Refund Policy.

VASS College of Vocational Education

- Substitution of participants at the discretion of the CEO. Additional resource fees may be incurred.
- The College may cancel or postpone courses with insufficient enrolments and refund students in accordance with the College's Refund Policy.
- Should any course be cancelled by the VASS College of Vocational Education, all course fees will be refunded in accordance with the VASS College of Vocational Education's Refund Policy.
- Alternative arrangements can only be authorised by the CEO, VASS College of Vocational Education as an amendment to this payment plan.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.