

POLICY & PROCEDURE: REFUND – INTERNATIONAL STUDENTS

For a refund of upfront fee payment any refund request will be reviewed in accordance with this refund policy. The purpose of this policy is to provide guidelines for refunds for international students who are not eligible for FEE-Help assistance and are currently enrolled at the Ella Baché College of Skin and Beauty Therapy. The policies and procedures which govern the refund of fees are different for each payment type.

In case of a default by the Ella Baché College, the College will issue a Statement of Attainment for achieved units of competency. In the event of default by Ella Bache' College all Students fees are protected by our membership of the Australian Tuition Assurance Scheme as detailed on the College website, and in the Student Handbook. The College's terms, conditions and refund policies do not remove the right of a Student to take further action under Australia's consumer protection laws.

Policy

General

- The Enrolment application deposit of \$1000 is non-refundable.
- If a Student wishes to withdraw from a course more than 28 days before the course commencement date, and submits an Application to Withdraw Form or Application to Defer Form to the College, then all fees paid except the enrolment deposit of \$1,000.00 will be refunded.
- If the Student withdraws from a course with less than 28 days' notice in writing then the Student is liable and will be asked to pay the equivalent of 25% of the total course fees and will not be refunded the non-refundable deposit of \$1,000.00
- The Student enrolment may be terminated by the College because of failure to comply with College policy, bad behaviour, and unsatisfactory course progress, failure at examinations or unsatisfactory attendance. In this case, refunds are not payable unless under extenuating circumstances.
- Where a Student withdraws in a case of compassionate or compelling circumstances, a student may be given refund of fees paid if they need to withdraw from a course.
- If a Student withdraws for compassionate or compelling circumstances 28 days or less before a course commences and wishes to be considered for a refund of fees paid and / or be exempt from liability for fees, the Student must notify the College as soon as possible and submit a request in writing within 28 days of the date of their withdrawal / deferral.
- In the case of compassionate or compelling circumstances, all refund cases will be handled with the Head of College who will refer it to the Head of Education for a final decision, and it will be carried out in professional and confidential manner.
- If the College cancels a Student enrolment because they are not offering a course or they are not offering a course at that particular time, Students will be notified in writing and will be given the option to transfer their enrolment to another course at another time or they can request a full refund of the fees paid.
- Requests for the full refund will be processed within 2 weeks of the provider default unless a request to transfer to another course at another commencement date is received from the Student in writing during this period.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend class
- Bereavement of close family members such as parents, siblings, or grandparents
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted their studies
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing a serious accident
 - A serious crime was committed against the student
 - The student has been witness to a serious crime.

Refunds for College Default

The College refund policy meets the requirements of the National Code and the ESOS Act 2000. A Default means the course not being provided in full to the student if numbers fall below viable levels.

- If a course is cancelled by the College before the course commences and no tuition has been given, then any fees paid by the student will be refunded.
- The College will make all attempts to assist the student by offering a place in another course, or in the same course that the College may be offering at another time.
- The College will refund all fees within 28 days of the date of default. The College will also give the student a statement that explains how the refund amount has been calculated (if applicable)

OR

- The student may be offered enrolment into another course with a different commencement date at no extra costs to the student
- The student has the right to make his or her own decision as to whether they would prefer a full refund or a transfer to another course at a different commencement date with the College or with another provider.
- If the College is not able to offer a student a position in another course, the Student Tuition Protection Scheme will place the student in a suitable alternative course at no extra cost to the student.
- If the student cannot be placed in a suitable alternative course, or, if this is not possible, the student will be eligible for a refund as calculated by the Head of Education.

Refund for Student Default

- If a student withdraws from a course during the course, they will be liable for all fees for that term, and asked to pay for all fees that are due. No refunds will be given for fees already paid unless there are compassionate or compelling circumstances. (See above)
- Any refunds will be paid within 4 weeks of receiving the relevant completed form from the student
- Approval of withdrawal or deferment due to compassionate or compelling circumstances will be reviewed and given by the Head of Education.
- Where there is a refusal by the Australian Government authorities to grant a student visa or the visa is not granted in time for the student to commence the course on the agreed start date, any fees paid will be refunded.

Procedure

Where an International Student proceeds to request a refund of fees they must notify the College in writing. Written notification may be by completion and return of the 'Refund Request Form', and if appropriate the 'Application to Withdraw Form' or 'Application to Defer Form', all available from the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email to studentservices@ellabachecollege.edu.au clearly stating name, address, and course title, and reason for refund.

- All refund request applications must be sent to Student Services at studentservices@ellabachecollege.edu.au .
- All applications must include a completed Request for Refund Form and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- The Head of College will review all applications and will interview the student before approving or considering the application.
- The Head of College will then make a record of findings and recommendation to the Head of Education for the final decision.
- If the student refund is approved, the College will cancel the Student's enrolment and fees will be refunded in accordance with this policy and the circumstances involved
- Fees will be paid directly to the person who initially paid the fees.
- If the Student refund is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of refund.
- The outcomes are communicated in writing to the Ella Bache Accounts Department where it is entered into the student's account file.