

## POLICY & PROCEDURE: REFUND – FEE PAYING 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 domestic students who have paid for Tuition Fees in advance, or which have entered in to a periodic payment arrangement, including those that have accessed a VET Student Loan; and are currently enrolled at the Ella Baché College of Skin and Beauty Therapy.

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 national 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.

### Census Dates

- The Census Date is the last day a student can withdraw their enrolment without incurring Tuition Fees for the Fee Period.
- Students will incur their liability to pay Tuition Fees for each Fee Period on the day after the Census Date for each Fee Period.
- The Course has three (3) Fee Periods, which contains one (1) Census Day at 20% progression through each Fee Period.
- Census Dates are published on the College website.

### Policy

#### On Campus and Stellar Online

- If a Student decides to withdraw from the course before the next Fee Period, including course commencement, he or she must provide at least 28 days written notice to receive a full refund of any Tuition Fees they have paid in advance, less the non-refundable deposit of \$1,000.00
- If the Student provides less than 28 days written notice to withdraw before the next Fee Period, he or she will be liable for the next Fee Periods fees of their course, in addition to their non-refundable deposit of \$1,000.00
- If the Student decides to withdraw from the course during the course, he or she is liable to the College for all fees for the Fee Period in which they are currently studying.
- If the Students enrolment is cancelled because of a failure to comply with College policy, bad behaviour, unsatisfactory progress, failure at examinations or unsatisfactory attendance, then all fees for the current Fee Period will remain payable.
- In case of a default by the Ella Baché College of Skin and Beauty Therapy, the College will refund all paid Tuition Fees on a pro-rata basis within two weeks of the date of default. A statement will be provided to the student that explains how the refund amount has been calculated. (A default means the course not being provided in full to the student if numbers fall below viable levels).

### Procedure

Where a fee-paying 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 College website, the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email to [studentservices@ellabachecollege.edu.au](mailto: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](mailto: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.