

POLICY & PROCEDURE: REFUND – VET STUDENT LOANS & VET FEE HELP

For a refund or remission of VET Student Loans (VSL) or VET FEE Help (VFH) debt any 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 incurred a FEE Help debt 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 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

Ella Baché College of Skin and Beauty Therapy will conduct the refund procedure in compliance with Schedule 1A of the Higher Education Support Act 2003 and the VET Provider Guidelines. The College will:

- Set a Census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study
- Ensure that all students are informed of the Census dates for each VET unit of study
- Ensure that all students are informed of the review procedures for the re-crediting of a FEE HELP balance.
- Publish the Census dates on the College website
- Advise Students that it is their responsibility to inform themselves of the Census dates for their course

Pre-Census Withdrawal or Deferral

Students wishing to withdraw and who lodge an Application to Withdraw Form or Application to Defer Form before the census date for a unit of study will be withdrawn or granted a deferral without financial penalty from any unit of study in which they were enrolled. Any tuition fees paid for the unit will be refunded or carried forward until their return to study. Students that are enrolled under VSL will not incur a HELP debt for the unit of study

Post-Census Withdrawal or Deferral

Students who lodge an Application to Withdraw Form or Application to Defer Form for a course or units of study after the census date for the unit of study will incur a debt and remain liable for all tuition fees.

A VSL student that withdraws from a unit of study after the census date has two options for refunds:

1. Apply to have their FEE Help balance re-credited, by completing the 'Application For Remission (Removal) Of Debt In Special Circumstances', and selecting the desired outcome 'Re-crediting of Fees'. Re-crediting of fees will enable Students to enrol into the next available unit of study for their course. All applications are at the discretion of the College and are not guaranteed to be approved for any student.
2. Apply for remission (removal of debt) of fees under special circumstances*

Special Circumstances

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances apply to their withdrawal post census, they may request a remission of all tuition fees, including their VSL or VFH debt for that Unit of Study only.

* Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study

Circumstances beyond a student's control are those for which the student is not responsible, are abnormal or unusual and not due to a student's action or inaction. Examples could include:

- Serious illness or injury, where a medical certificate states that the student is unable to perform the training and assessment requirements of the course.
- Bereavement of close family members such as parents, siblings, or grandparents
- 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.

An application for remission of fees under special circumstances must be made to Ella Bache' College within 12 months of the student's withdrawal date. Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

A student must apply in writing for re crediting of the VSL or VFH debts and any tuition fees balance within 12 months from the date of withdrawal from the unit of study or the date of receiving their final results for the unit of study. The College may exercise its discretion to waive this requirement if it feels that it was not possible for the application to be made before the end of the 12 month period.

If the College cancels a student's enrolment based on a course no longer being offered, or a course not being offered for a particular term, or other provider fault, students will be notified in writing and will be given the option to transfer their enrolment to

another course or term or request a full refund of their tuition fees.

Requests for a full re-credit of VSL or VFH balance will be processed within 20 working days of the provider default unless a request to transfer enrolment to another course or term has been received from the student in writing during this period.

Procedure

Where a Student proceeds to request a remission of fees under special circumstances, or a re-crediting of fees towards a future study period, they must notify the College in writing. Written notification may be by completion and return of the appropriate form: this will be the 'Application For Remission (Removal) Of Debt In Special Circumstances'; and if appropriate the 'Application to Withdraw Form' or 'Application to Defer Form'.

Each course has three study and three corresponding fee periods; each carrying one third of the total cost for the entire course. The Census dates for each course are published on the college website. It is the student's responsibility to inform themselves of the Census dates for their course.

- All refund request applications must be sent to Student Services at studentservices@ellabachecollege.edu.au.
- All remission and re-crediting of fees applications must include a completed 'Application For Remission (Removal) Of Debt In Special Circumstances' form, 'Application to Withdraw' 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.
- If the student remission or re-credit is approved, the College will cancel the Student's enrolment if required and the fees will be remitted or re-credited in accordance with this policy and the circumstances involved.
- 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.