



## DOMESTIC STUDENTS REFUND POLICY AND PROCEDURE

### RESPONSIBLE for:

**Ensuring Compliance:** Chief Executive Officer/ Quality Management Committee

**Directly Responsible:** Administration Manager

**Adhering to Policy:** All Company Personnel

### GOVERNING STANDARDS

The Directors of Heidelberg Corporate Group (HCG) and its associated companies require compliance against the standards of ISO9001, and any Legislation and Regulations that relate to Refunds. Information is available from the related Acts below,

The standard that govern this policy the Standard 5.3 from Standards for RTO's 2015

### PURPOSE

ETEA under the Standards for RTO's, must have in place a Refund Policy and Procedure which is to be provided to domestic students before enrolment.

This Refund Procedure applies to:

- Domestic students
- Staff of ETEA involved in the payment and refund of domestic tuition fees paid to ETEA.
- Students enrolled in the Initial Registration Course for Overseas Registered Nurses (IRON)

### Definitions

*Tuition Fees* The fees received by ETEA, directly or indirectly, that are directly related to the provision of a Course that ETEA is providing, or offering to provide, to a student.

*Non-Tuition Fees* The money received by ETEA, directly or indirectly, that are indirectly related to the provision of a Course that ETEA is providing, or offering to provide to a Student and includes:

- Material fees
- Administration Fees
- Re-assessment Fees

*Course Fees* The total of the Tuition and Non-Tuition Fees

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Document Name	Refund Policy and Procedure for Domestic Student	Company name	ETEA	Issued:	Aug 2016	Ver 2
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**Procedure for Refund (VET courses)**

No refunds are payable to government funded students who have paid no tuition fees to ETEA. The refunds, as set out in 1.1 Tuition Fees, only apply to domestic students who have paid tuition fees to ETEA.

1. Refund applications must be made in writing to ETEA. Refunds will be processed within 14 days of receipt of a written request and will include a statement explaining how any refund was calculated.

**1.1 Tuition Fees**

Where ETEA cancels the course before the commencement date or the student’s enrolment request has been rejected by ETEA.	100% refund of course fees
Where ETEA cancels the course after the student has commenced the course	100% refund of the unspent pre-paid tuition fees
Withdrawal notified in writing and received by ETEA 28 days or more prior to course commencement date, or, where the student enrolled after the Course commenced, 28 days or more prior to the date the student is to commence the Course	70% refund of tuition fees
Withdrawal notified in writing and received by ETEA less than 28 days prior to course commencement date, or where the student enrolled after the Course commenced, less than 28 days prior to the date the student is to commence the course.	No refund of tuition fees or non-tuition fees.

2. Refund application requests must be made in writing on the Refund Application Form provided by ETEA. The refund application form is available on request from ETEA’s administration office in all states.
3. All refunds must be in accordance with the 2015 VET Standards and the Refund Application Form signed by the student and maintained in their individual student file and in VETtrak.
4. A written explanation as to how the refund was calculated and a copy of the signed Refund Application Form must accompany student refunds.
5. Details of refunds provided must be maintained in individual student files.
6. The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia’s consumer protection law.
7. In the unlikely event that ETEA is unable to deliver the course in full; the student will be offered a refund of the unspent pre-paid tuition fees paid by the student. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by ETEA at no extra cost to the student. The student has the right to choose whether she/he would prefer the refund of the unspent pre-paid tuition fees, or to accept a place in another course. If the student choose placement in another course, she/he will be asked to sign a document to indicate that she/he accepts the placement.
8. Subject to clause 9, in the event that the course did not start on the agreed starting date (and the student has not elected to commence the course on a new starting date), or the course ceased to be provided by ETEA at any time after it started, but before it was completed, the student shall be entitled to a refund of the unspent pre-paid tuition fees paid by the student.
9. If clause 8 applies, then, the alternatives set out in clause 7 shall also be offered to the student and the student, if he or she accepts any alternative course offered to him or her shall accept in writing. If the student accepts the alternative course; then, no refund is payable to the student.
10. Non – Tuition Fees are non-refundable.
11. ETEA will not require a deposit of more than \$1000
12. ETEA will not require payment of additional fees of more than \$1500 at any one time.

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**Procedure for Refund (IRON courses)**

13. The Assessment Fee is non-refundable.
14. A full refund of course fees paid is available where ETEA cancels the course and an equivalent course is not being offered.
15. An amount of \$500 administration charges will be deducted from the course fees paid where the visa is refused and the student notifies ETEA in writing of the refusal at least 28 days before the scheduled start date for the course.
16. An amount of \$500 administration charges will be deducted from the course fees paid where the visa is refused, the student notifies ETEA in writing of the refusal between 27 and 14 days before the scheduled start date of the course and ETEA is able to find a replacement student to commence the course on the scheduled start date of the course. IF ETEA cannot find a replacement student; then, no refund of course fees is available to the student.
17. No refund is available for non-attendance to the program without notice.
18. Subject to the clause in respect to refund of course fees where the visa is refused, there are no refunds available where a student for whatever reason:
  19. exits early from the course
  20. fails to pay fees within 28 days before the scheduled start date of the course
  21. fails to give ETEA at least 28 days written notice that the student will not commence the course on the scheduled start date of the course
22. Approved refunds will be paid within 4 weeks after receipt of the notification that the visa has been refused or that the student does not intend to commence the course.
23. Formal cancellation from a course is to be submitted in writing to the ETEA Head Office in Heidelberg, Victoria, Australia.
24. The date of cancellation is taken as at the date ETEA's Head Office receives the formal written cancellation.

20.1 REFUNDS PROCEDURE

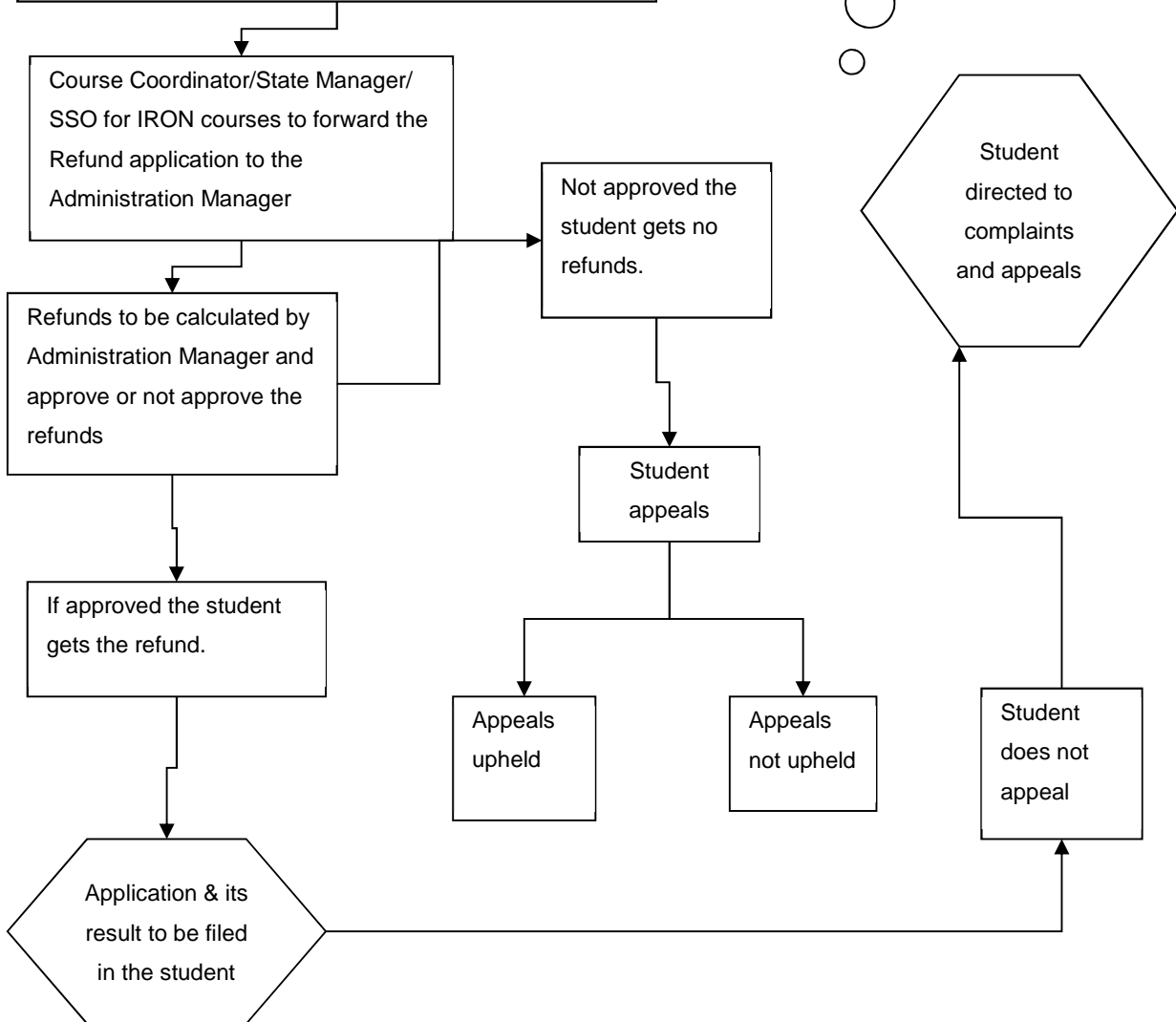
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The processing of refunds should be finalised within 14 days of the receipt of application. (4 weeks for IRON)

Note that the availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia's consumer protection law.

Student to apply for refund on the refund application form and submit it to Course Coordinator /State Manager/ SSO for IRON courses  
  
(Hard copy of the Refund application form is available to student on request at any administration offices at ETEA or a soft copy can be downloaded from ETEA's website)



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