



DOMESTIC 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.

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:

- Application Fees
- Material fees
- Administration Fees
- Re-assessment Fees

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

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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

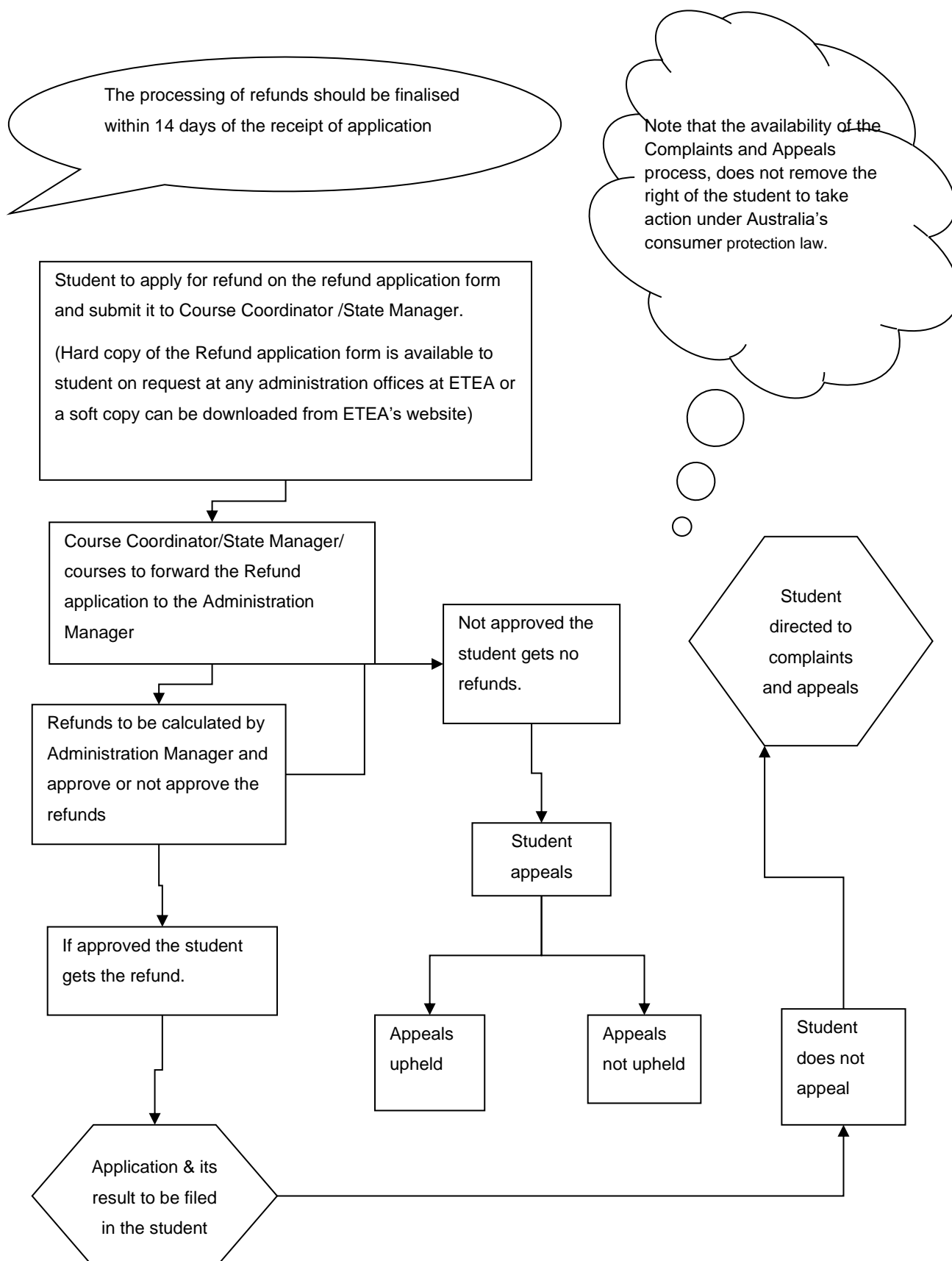
Where ETEA cancels the course before the commencement date or the student's enrolment request has been rejected by ETEA.	100% refund of course fees
Where ETEA cancels the course after the student has commenced the course	100% refund of the unspent pre-paid tuition fees
Withdrawal notified in writing 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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Refund Procedure



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