

POLICY TITLE: Refund Policy for Eligible Students enrolled in Skills First Program Enabled Courses

Purpose

This policy details the requirement under the *VET Funding Contract* for all eligible students enrolled in Skills First Program enabled courses. It aims to provide a fair and transparent policy for students who withdraw from courses at Photography Studies College (Melbourne). This policy also covers course cancellation and closure of the College in case of insolvency.

Policy

This refund policy is applicable to all domestic students enrolled in Skills First Program enabled courses [irrespective of whether the students is eligible for government funding](#).

Once enrolment is accepted, written requests for withdrawal can be made 14 days or more prior to course commencement. A full refund of any payments made, less the non-refundable enrolment fee, will be granted.

Written requests for course withdrawal received less than 14 days but prior to course commencement will result in the deduction of the non-refundable enrolment fee and a cancellation fee of \$740 from any refund.

If full payment of fees has been received, the College will refund any tuition fees paid relating to the remainder of the course less the non-refundable enrolment fee and a cancellation fee of \$740.

If full payment of fees has not been received, the College will require payment of tuition fees covering educational services already provided plus a cancellation fee of \$740.

No refunds are provided for missed tuition sessions regardless of the circumstances.

Full refund of all payments will be made for any course cancelled by Photography Studies College (Melbourne).

ACPET offers tuition assurance protection to students in the event that a student is unable to complete a course as a result of the insolvency of the College. Tuition Assurance relates to that portion of a student's tuition fees that were paid in advance of that tuition.

Procedures

Students who wish to withdraw their enrolment from a course must:

1. Talk to their tutor about withdrawing and their reasons for same.
2. Arrange to make an appointment to see the Communications and Students Staff to discuss their reasons and complete an exit interview with the VET Course Director.
3. All requests for withdrawal from a course must be made in writing and will be considered by the VET Course Director.

4. Once a student's withdrawal from a course has been approved and processed, the student will receive a confirmation letter enclosing any refund due or stating the total sum of fees due to be paid in accordance with the withdrawal policy.
5. Any refund due will be paid within 28 days from the date of the confirmation letter.
6. Any tuition fee payable to the College must be paid by the student within 28 days from the date of the confirmation letter.

Related Documentation

Policies

Records Management
Student Records Management
College Initiated Suspension or Cancellation Policy

Related Forms and Documents:

Student Handbook/s
Course Guides
Withdrawal Form
Exit Interview
Definition of ASTAS for Students

Publishing Details

This refund policy will be made available to students and prospective students by publication in the Student Handbook/s and the College's website.

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Julie Moss - Managing Director

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