

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

Purpose

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

Policy

This refund policy is applicable to all domestic students enrolled in *Skills First* Program enabled courses irrespective of whether the student is eligible for government funding.

Refund entitlements may vary depending on the amount paid by the students which is determined by whether the student is:

- a full fee-paying student paying a full tuition fee directly to the College either upfront or in instalments,
- paying a part of the tuition fee (if eligible for a Victorian Government subsidy without concession)
- paying a subsidised part of the tuition fee (if eligible for a Victorian Government subsidy with concession)

Procedures

Refunds Payable on Student Withdrawal or Course Cancellation

Once enrolment is accepted, a \$200 non-refundable enrolment fee is payable to the College.

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 of \$200, 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 \$780 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 \$780.

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 \$780.

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).

Withdrawal Procedures

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

1. Talk to their teacher about withdrawing and their reasons for same.
2. Arrange to make an appointment to see the Student Services Administration Co-ordinator to discuss their reasons and complete an exit interview.
3. All requests for withdrawal from a course must be made in writing and will be considered by the Student Services Administration Co-ordinator who will make a recommendation to the Accountant for approval or otherwise.
4. Once a student's withdrawal from a course has been approved by the Accountant and processed, the student will receive a confirmation letter advising 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 (BUS007_HED_VET)
Student Records Management (BUS011_HED_VET)
College Initiated Suspension or Cancellation (Domestic) (ST019_HED_VET)

Related Forms and Documents:

Terms and Conditions of Enrolment
Client Service Agreement for Direct Debit Pay Plan
Student Handbook/s
Course Guides
Withdrawal Form
Exit Interview

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.

Policy number: ST020_v2_VET

Status: Final

Approved: 30/06/2022

Review Date: June 2025

Julie Moss - Managing Director

Published: July 2022

