

## Refund Policy - VET

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**Policy Code:** STU-55      **Version:** 1.0      **Effective Date:** 20 March 17

### Purpose:

This policy applies to all domestic fee paying VET students enrolled in a course or unit of study or studies at the College and provides a broad framework and set of principles regarding the payment of refunds and any circumstances relating to this. This includes, but is not exclusive to:

- Self-funded Students (up-front payment of fees and/or payment plan)
- Enrolment Fees
- Special Circumstances

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘The College’ should be considered a reference to each or any of these respective trading names.*

**Scope:**

- All fee paying domestic VET students
- All campuses, including online learning

### Policy Statement:

is committed to ensuring fair and reasonable refund practices and will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / students, where training and assessment activities have not been delivered.

### Policy Principles

The following principles underpin this policy.

- Details of the Refund Policy – VET are to be publicly available.
- Payment of normal refunds is made within two weeks (fourteen days) of application for refund – refunds within the [Special Circumstances Policy](#) will take longer, please see the Policy for timeframe.
- With regard to all withdrawals, will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a unit of study/unit of studies or course must be provided by a student to apply for a refund for a course. This may be via letter, email.
- There is no refund applicable where a student has commenced their unit of study/unit of studies.
- There is no refund to participants who do not obtain their qualification after assessment (Not Yet Competent).
- There is no refund for Recognition of Prior Learning (RPL) assessments after enrolment, where advanced standing resources and services have been supplied to the student.
- The College does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- provides a full refund to all students, should there be a need for to cancel a course. In the first instance the College will (where possible) provide an opportunity for the student to attend another scheduled course.
- If cancels a course, students do not have to apply for a refund, College will process the refunds automatically.
- Refunds are granted on a sliding scale (See Below tables).

FIAFitnation Qualifications and Short Courses		
Reason for Refund	Notification Requirements	Refund
Student withdraws from specific unit or units of study	In writing, eight (8) calendar days or more prior to the course commencement	100% of the unit or units of study (paid by the student)
Student withdraws from specific unit or units of study	In writing, within seven (7) calendar days prior to the course commencement.	Refund of fees paid by student less a \$25.00 Administration Fee per unit or units of study

Student withdraws from specific unit or units of study	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the unit or units of study by the College	After course commencement, due to inappropriate behaviour	Nil Refund – student remains liable for the full unit or units of study fee
Course cancelled by		100% of the unit or units of study fee (paid by the student)

Endeavour College of Natural Health and College of Natural Beauty		
Reason for Refund	Notification Requirements	Refund
Student withdraws from specific unit or units of study	In writing, more than one (1) month prior to the course commencement	100% of the unit or units of study (paid by the student)
Student withdraws from specific unit or units of study	In writing, less than one (1) month prior to the course commencement	Refund of fees paid by student less a \$50.00 Administration Fee per unit or units of study
Student withdraws from specific unit or units of study	In writing, after unit of study or studies commencement up to census date.	Refund of fees paid by student less a \$100.00 Administration Fee per unit or units of study
Student withdraws from specific unit or units of study	In writing, after unit of study or studies commencement after census date.	Nil Refund – student remains liable for the full unit or units of study fee
Student withdrawn from the unit or units of study by the College	After course commencement, due to inappropriate behaviour	Nil Refund – student remains liable for the full unit or units of study fee
Course cancelled by		100% of the unit of study or studies fee (paid by the student)

## Special Circumstances

Students who have difficulty in paying any relevant fees by the census date are encouraged to contact Student Services to discuss their concerns further.

Where applicable, exceptions may be granted under financial hardship and other extenuating circumstances. Any requests for allowances to be made prior to the end of a teaching period should be referred to the [Special Circumstances Policy](#).

A review of a student's application under this policy will occur within fifteen (15) working days of receipt of the appropriate documentation. Any decision made shall be considered within The College's policies, statutes and regulations.

## Request for Refund

Students who believe that they may be eligible for a refund are required to complete a [Request for Refund Form - Domestic - VET](#). In the instance of the College cancelling a course this form is not required, the College will process the refund automatically.

## Related Procedures:

Not Applicable

### Definitions:

**Census date** – A date set by DOE as last date of possible withdrawal or course change without penalty under the VET FEE-HELP program. This date is published on The College student calendar and DOE publications. For courses not covered under the VET FEE-HELP program (i.e. Certificate III – IV courses), 'census date' should be considered Friday of week 4 of the teaching period for the unit of study.

**Student** – is an individual person who is formally enrolled to study at The College. The individual person is that who appears on The College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

## Further Information:

### Related Policies:

[Fees Policy](#)

[Special Circumstances Policy](#)

[Grievance Policy](#)

### Benchmarking:

Swinburne University of Technology

**Supporting Research and Analysis:** Not Applicable

**Related Documents:** [Special Circumstances Application Form](#)

**Related Legislation:** [Higher Education Support Act 2003](#)

**Guidelines:** Not Applicable

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<b>Recommending Body:</b>	VET Directors
<b>Approval Body:</b>	Chief Executive Officer
<b>Policy Status:</b>	Implemented
<b>Responsibilities for Implementation:</b>	Student Services Admissions and Marketing Director, Student Services Director, Admissions and Marketing Finance Department
<b>Key Stakeholders:</b>	Student Services Admissions and Marketing Director Student Services Director Admissions and Marketing Director Aesthetics Education Director Fitness Director VET Health Students Finance Department