



REFUND POLICY STUDENTS ENROLLED IN A VET FEE-HELP ENABLED COURSE

1. GENERAL PRINCIPLES

- 1.1 The Australian College of Sports Therapy Pty Ltd policy on the refund of tuition fees has been determined to comply with the requirements of the Australian Quality Training Framework 2007 ('AQTF2007'), the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007 ('the National Code'), the Education Services for Overseas Students Act 2000 ('ESOS Act 2000'), the Education Services for Overseas Student Regulations 2001 ('ESOS Regulations 2001') and the Higher Education Support Act 2003 ('HESA').
- 1.2 The policy applies to equally to commencing and continuing students.
- 1.3 Before a refund can be processed, the funds covering the tuition fee must be available to the College, i.e. cheques and drafts cleared and telegraphic transfers received.
- 1.4 Application for withdrawal must be in writing on the official Withdrawal Form and sent to the Student Services Administrator, Australian College of Sports Therapy Pty Ltd, Level 6, 341 Queen Street, Melbourne Victoria 3000 AUSTRALIA setting out the reasons for the request and accompanied by supporting documentation.
- 1.5 Refunds will be paid according to this policy within four (4) weeks of receiving a written Withdrawal Form, including all relevant documentation, from the student. A full refund will be paid within two (2) weeks in the case where the College defaults.

2. REFUNDS - Students enrolled in a VET FEE-HELP enabled course

- 2.1 In the event of a student withdrawing from a unit of study on or before the census date for that unit of study:
 - 100% of tuition fees paid for that unit will be refunded to the student; or
 - the student will not incur a VET FEE-HELP debt.
- 2.2 In the event of a student withdrawing from a unit of study after the census date for that unit of study:
 - no refund is applicable; or
 - the student will incur a VET FEE-HELP debt.
- 2.3 A student may apply for special consideration in line with the *Student Review Procedures for Re-crediting a VET FEE-HELP Balance*

3. REVIEW PROCESS RELATED TO FEES REFUND

- 3.1 Information on the College's grievance procedure can be obtained from the Student Services Administrator.
- 3.2 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Appeals may be lodged with the Victorian Civil and Administrative Appeals Tribunal:

Victorian Civil and Administrative Appeals Tribunal
Address: 55 King Street , Melbourne. Victoria 3000, Australia
GPO Box 5408 CC, Melbourne Vic. 3001 DX210576

Cost: Fair Training Act 1999 (amount less than \$10,000) \$36.20
Fair Training Act 1999 (amount is \$10,000 or more but not exceeding \$100,000) \$300.40

Further information <http://www.vcat.vic.gov.au> (Civil disputes small claims)

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This document is accurate at time of printing.