

REFUND OF FEES POLICY & PROCEDURE

Quality Area 2: Vet Student Support
Standard 2.1 ©iii CR18

Purpose

The purpose of this Refund of Fees Policy is to establish clear and transparent guidelines for refunding fees to students enrolled in courses offered by Ella Bache College. The policy is designed to protect the rights and interests of students while maintaining the financial integrity of the College.

Scope

1. Refunds for domestic and international students in the event of course cancellation (provider default)
2. Refund for domestic and international students in the event of course cancellation (student default)
3. Refund or remission of VET Student Loans (VSL) debt for students of the Ella Baché College of Skin and Beauty Therapy.

1 Cancellation and Refund Conditions – Provider Default

Domestic Students

If Ella Bache College ceases to provide a course after it starts but before it is completed under the Vet Student Loans (VSL) Program, the provider will give the Secretary written notice within 24 hours with the following information:

- the name of the course
- the full name and contact details of each covered student enrolled in the course
- the part or parts of the course that each covered student is enrolled in
- the amount of the tuition fees for each part of the course in which each covered student is enrolled
- details about the payment of those tuition fees, including the amounts that are covered fees

Ella Bache College gives written notice to the Secretary of this event by sending an email to VETTuitionAssurance@education.gov.au.

Students will be contacted within 5 business days by the tuition assurance administrator. The tuition assurance administrator will inform students of next steps, including providing details regarding the scheduling of student information sessions. Further information for impacted students is located here <https://www.education.gov.au/tuition-assurance-and-provider-closures>

International Students

If Ella Bache College ceases to provide a course after it starts but before it is completed, the provider will notify the Department of Education and the Tuition Protection Service (TPS) Director within three working days.

The TPS Director will place the student in a suitable alternative course at no extra cost to the student. If TPS cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the Fund Manager. Further information is available here <https://tps.gov.au/StaticContent/Get/StudentInformation>

2 Cancellation and Refund Conditions – Student Default

Student Default applies in the case where the course starts on the agreed start date but the student does not start on the agreed start date and has not previously withdrawn from the course in writing within an agreed time period prior to the course start date or the student cancels or withdraws from the course either before or after the agreed starting date.

The following refund conditions apply.

- 100% refund of paid tuition fees applies if the student cancels 28 or more days before the course starts.

- No refund of tuition fees applies if the student cancels after the census date of the unit of study.
- No refund of tuition fees if the student's enrolment is cancelled because of a failure to comply with College policy, including; Student Behaviour Policy; Student Engagement and Progression Policy. In this event all fees for the current Fee Period will remain payable. These policies are available on the College website and form part of the student terms and conditions of enrolment; www.ellabache.com.au/pages/college-resources

Note: In the case of compassionate or compelling circumstances the College may waive the above conditions and fees. The Student must notify the College as soon as possible and submit a request in writing within 28 days of the date of their withdrawal / deferral.

The agreed starting date is the date the course was scheduled to start or a later date agreed between Ella Baché and the student. This does not apply to approved deferment and leave of absence when the student applies for refund after the application was approved.

Ella Baché College will make a refund within 28 days of receiving a written claim by the student in accordance with the Terms and Conditions as outlined in the course information

Procedure

Where a fee-paying Student proceeds to request a refund of fees they must notify the College in writing. Written notification may be by completion and return of the 'Refund Request Form', and if appropriate the 'Application to Withdrawal Form', all available from the College website, the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email to studentservices@ellabachecollege.edu.au clearly stating name, address, and course title, and reason for refund.

- All refund request applications must be sent to Student Services at studentservices@ellabachecollege.edu.au.
- All applications must include a completed Request for Refund Form and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- The College Operations Manager or delegate will review all applications and will interview the student before approving or considering the application.
- If the student refund is approved, the College will cancel the Student's enrolment and fees will be refunded in accordance with this policy and the circumstances involved
- Fees will be paid directly to the person who initially paid the fees.
- If the Student refund is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of refund
- The outcomes are communicated in writing to the Ella Bache Accounts Department where it is entered into the student's account file.

3 Refund of VSL Debt

Ella Baché College of Skin and Beauty Therapy will conduct the refund procedure in compliance with the VET Student Loan Rules 2016. The College will:

- Set a Census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study and publish these census dates on the College website indicating how fees are incurred and paid for
- Provide each student prior to enrolment with a 'VET Student Loan Statement of Covered Fees' to clarify how fees are incurred and paid for
- Provide each student with a 'VET Student Loan Fee Notice' prior to each census period to clarify how fees are incurred and paid for
- Ensure that all students are informed of the Census dates for each VET unit of study
- Ensure that all students are informed of the review procedures for the re-crediting of a VET Student Loans (VSL) balance.
- Advise Students that it is their responsibility to inform themselves of the Census dates for their course

Census Dates:

- The Census Date is the last day a student can withdraw their enrolment without incurring tuition fees.
- Each of the Fee Periods will contain one (1) Census Day at least 20% progression through each Fee Period.
- It is the responsibility of all students to inform themselves of the Census dates for their course.
- The Census Dates for each Fee Period are available on the College Website.

Pre-Census Withdrawal or Deferral

Students wishing to withdraw and who lodge an Application to Withdraw Form or Application to Defer Form before the census date for a unit of study will be withdrawn or granted a deferral without financial penalty from any unit of study in which they were enrolled. Any tuition fees paid for the unit will be refunded or carried forward until their return to study. Students that are enrolled under VSL will not incur a VET Student Loans (VSL) debt for the unit of study

Post-Census Withdrawal or Deferral

Students who lodge an Application to Withdraw Form or Application to Defer Form for a course or units of study after the census date for the unit of study will incur a debt and remain liable for all tuition fees.

A VSL student that withdraws from a unit of study after the census date has two options for refunds:

1. Apply to have their VET Student Loans (VSL) balance re-credited, by completing the 'Application For Remission (Removal) Of Debt In Special Circumstances' and selecting the desired outcome 'Re-crediting of Fees'. Re-crediting of fees will enable Students to enrol into the next available unit of study for their course. All applications are at the discretion of the College and are not guaranteed to be approved for any student.
2. Apply for remission (removal of debt) of fees under special circumstances*

Special Circumstances

Recredit toward a future study period

Where a Student proceeds to request a remission of fees under special circumstances, or a re-crediting of fees towards a future study period, they must notify the College in writing. Written notification may be by completion and return of the appropriate form: this will be the 'Application For Remission (Removal) Of Debt In Special Circumstances'; and if appropriate the 'Application to Withdraw Form' or 'Application to Defer Form'.

Situations where special circumstances apply for withdrawal post census

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances* apply to their withdrawal post census, they may request a remission of fees of their VET Student Loan (VSL) debt for that Unit of Study only under Part 6 of the Act. Students may not apply for remission of debt in special circumstances if they are currently enrolled with the College.

An application for remission of fees under special circumstances must be made to Ella Bache' College:

- under section 68 of the Act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by the provider, or
- that applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned or within that period as extended by the Secretary within 12 months of the student's withdrawal date.

Conditions to request under section 71 of the Act are:

- the provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan, or
- the provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student

NOTE: The Secretary may re-credit a student's VSL balance in relation to special circumstances if an approved course provider is unable to act or is being wound up or has been dissolved; or has failed to act and the Secretary is satisfied that the failure is unreasonable

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. Students will be provided in writing an outcome of the special circumstances request within 10 days of receipt of submission. If a student is unsatisfied with the outcome, they can lodge use the appeal process outlined in the Complaints, Grievances and Appeals Form.

*** Special Circumstances apply where:**

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study

Circumstances beyond a student's control are those for which the student is not responsible, are abnormal or unusual and not due to a student's action or inaction. Examples could include:

- Serious illness or injury including those that are pre-existing conditions • Bereavement of close family members such as parents, siblings, or grandparents
- A traumatic experience which could include but is not limited to:
- Involvement in or witnessing a serious accident
- A serious crime was committed against the student
- The student has been witness to a serious crime.

Supporting documentation is required and should include:

- Being provided by a professional (e.g registered treating medical practitioner, counsellor or approved specialist) or person qualified to assess and support the application depending on the nature of the situation or circumstances; and
- specifies suitable information regarding the situation or circumstances that prevented the student from completing their studies; and
- specifies the dates the situation or circumstances occurred
- where a student was caring for an immediate family member, evidence of being a 'primary caregiver' is required
- supporting documentation from family or friends will not be accepted

Ella Baché College will consider in its decision making:

- whether the student could do enough private study, or attend training sessions and other activities, or engage online, to meet course requirements
- whether the student could complete any required assessable work, or demonstrate competencies required, and
- whether the student could complete any other requirements arising from the student's inability to do the above [Rules s 145].

Procedure

- All refund request applications must be sent to Student Services at studentservices@ellabachecollege.edu.au.
- All remission and re-crediting of fees applications must include a completed 'Application For Remission (Removal) Of Debt In Special Circumstances' form, 'Application to Withdraw' Form and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- The College Operations Manager or delegate will review all applications and will interview the student before approving or considering the application.
- If the student remission or re-credit is approved, the College will cancel the Student's enrolment if required and the fees will be remitted or re-credited in accordance with this policy and the circumstances involved.
- If the Student refund is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of refund.

This Policy must be read in conjunction with the:

- *Schedule of Fees and Charges*
- *Complaints, Grievances and Appeals Policy*
- *Student Behaviour Policy*
- *Student Engagement and Progression policy*

Document Control

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Version Control

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Changes/Updates to Documents	Documents combined into one Refund of Fees Policy and Procedure Document Checked and updated with course delivery format and new Standards for RTOs 2025

