# TUTION FEE

## REFUND POLICY

### DOCUMENT REVISION

<table>
<thead>
<tr>
<th>Version</th>
<th>Release Date</th>
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<td>0</td>
<td>12/4/2011</td>
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<td>J Cook</td>
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<td>1.0</td>
<td>04/09/2013</td>
<td>Review of policy : changes forwarded for approval 03/2014</td>
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<td>Revision of policy due to change in Scope</td>
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POLICY

Purpose
The purpose of this policy is to provide a set of guidelines and rules surrounding the withdrawal of students from VET units of study, and the financial implication in regard to their VET FEE-HELP debt.

Scope
Productivity Partners Pty Ltd, trading as Captain Cook College is herein referred to as ‘The College’.

This policy applies to all students and persons seeking to enrol that are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Higher Education Support Act 2003 (HESA). To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent visa who will be resident in Australia for the duration of their VET units of study.

Compliance Reference
- Higher Education Support Act Section 2003 (HESA) – schedule 1A

Documentation and Reference
Tuition Refund Application Form
Withdrawal, Re-credit and Review Policy
Withdrawal, Re-credit and Review Procedure

General Information
The student tuition fee is the tuition amount paid for a unit of study. Students may decide to withdraw from a unit of study before the unit has been completed. The following terms and conditions apply to refund of student tuition fees:

- Student Withdrawals MUST be submitted on the approved “Request to withdraw” form which is available from the Campus Administration Staff, the College’s website or by contacting the College Head Office.

Refunds – students who are eligible for VET FEE-HELP assistance
In the event of a student withdrawing from a VET FEE Help 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; and
• the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

• no refund is applicable; and
• the student will incur a VET FEE-HELP debt.

Refunds for International Students

• In the event that the College cancels a course which the student has enrolled in then any unused tuition fees at the cancellation date will be refunded or transferred to another course at the student's written request.
• If a student cancels their enrolment 28 days or more BEFORE course commencement, 80% of the tuition fees will be refunded; if cancelled less than 28 days BEFORE course commencement, 50% of the tuition fees will be refunded. If enrolment is cancelled within 28 days AFTER course commencement, 30% of the tuition fees will be refunded less $500 processing fee.
• No refund will be given 28 days AFTER course commencement.
• No refund will be given to students who do not abide by the conditions of their enrolment or who are expelled by our College.
• Where a student cancellation of enrolment occurs due to compassionate or compelling circumstances the College may refund the balance of unused fees less a non-refundable amount equivalent to 25% of the tuition fees paid – that is at the discretion of the College CEO
• Requests for refunds must be made in writing to The Director of Studies, PO Box 2350, Chermside Centre Q 4032. Refunds will be paid directly to the person who entered into the contract with the College, unless that person gives a written directive to the College to pay the refund to someone else.

Refunds for Full Fee Paying Domestic Students

• A full refund of tuition fees will be paid if you withdraw from an enrolled or accepted course or program 14 days or more prior to the intended commencement date of the program or course.
• If you withdraw from a course or program less than 14 days and more than 5 days prior to the intended commencement date of a course or program a 50% refund of tuition fees will be applicable.
• If you withdraw from a course less than 5 days prior to the commencement of a course or training program no refund will be applicable.
• Should a student cancellation of enrolment occur due to compassionate or compelling circumstances the College may at the discretion of the CEO refund fees paid less a 25% administration charge
Refunds for Restricted Access (VET FEE-HELP)

- Refunds will be negotiated within each Restricted Access Agreement with employers or industry bodies.

Productivity Partners Pty Ltd may - from time to time - access funds from a variety of Local, State or Federal programs and will be required to adhere to relevant guidelines in relation to Tuition Fee Refund

Payments of Refunds

Refunds will be paid within 28 days of the census date of the unit of study to which the withdrawal applies.

Special Circumstance

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Withdrawal, Review and Re-crediting Policy.

Publication

This refund policy will be made available to students and persons seeking to enrol with the College by publication on the college website.