

## **P03 - CANCELLATION AND REFUND POLICY AND PROCEDURE**

Author: Manager Governance  
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### **1 APPLICATION PROCESS**

The application process of Australian Hospitality Skills Recognition/ Australian Skills Management Institute (AHSR/ASMI) commences with the applicant submitting an application for enrolment. This is assessed by suitably trained staff to ascertain the applicant's eligibility for entry to the preferred course – refer Admissions Policy and Procedure.

If the applicant satisfies the relevant entry criteria, an offer of admission is issued with an Acceptance of Offer and important supportive documentation, including a list of fees due and a summary of the Cancellation and Refund Policy. The Acceptance of Offer must be signed by the applicant (or his/her parents/guardians if the applicant is under 18 years of age) and submitted to AHSR/ASMI before fees can be accepted. The Acceptance of Offer then becomes the Contract of Enrolment.

### **2 CANCELLATION POLICY**

If after commencing the studies, the student chooses to cancel the Contract before completion of the qualification, he/she may remain liable to pay the full course tuition fees and the costs incurred by AHSR/ASMI in recovering any outstanding monies, including debt collection agency fees and solicitors' costs, if applicable.

All notifications of withdrawal from the Contract must be made in writing to the Chief Executive Officer (CEO).

### **3 REFUND POLICY**

When the Offer of Admission is issued to each approved applicant, it is accompanied by supportive documentation, including the Refund Policy and the Acceptance of Offer, which when signed and submitted becomes the Contract of Enrolment.

In the event of a dispute between an individual student and AHSR/ASMI in relation to payment or refund of moneys, grievance procedures are in place to help resolve the dispute. Any queries relating to tuition fees and other charges payable to AHSR/ASMI, or refunds will initially be dealt with by the Student Enrolment Officer. If the student remains dissatisfied with the outcome, he/she may make a formal complaint. (Refer to Complaints and Appeals Policy and Procedure for further information.)

The Contract, and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### 3.1 Tuition Fees Refund Policy

If after commencing the course, a student decides to discontinue his/her enrolment before completion, he/she may remain liable to pay any outstanding tuition fees and any expenses, costs or disbursements incurred by AHSR/ASMI in recovering any outstanding monies, including debt collection agency fees and solicitors' costs.

- i) All requests for refunds must be made in writing to the CEO.
- ii) Enrolment fees are non-refundable, however are transferable to either a later date or another course offered by AHSR/ASMI.
- iii) Where a subject fee is paid for in full, \$150.00 of that fee will be retained by AHSR/ASMI as an Administration Fee. This fee is applicable for each subject in which a student enrolls.
- iv) Where a student's course of study is terminated for a serious breach of AHSR/ASMI's policies, rules and regulations, there will be no refund of any moneys paid. (Information on AHSR/ASMI's policies, rules and regulations is located on the website <http://www.australianhospitalityskills.edu.au/>).
- v) Where a student fails to meet AHSR/ASMI's attendance and/or academic progression rules and is not permitted by AHSR/ASMI to maintain enrolment in his/her course, the student will be eligible for a refund of the amount of the course fees paid in advance of the date of notification of exclusion from AHSR/ASMI.
- vi) In the event of students choosing pre-paid discount tuition fees, those fees are non-refundable, however are transferable to either a later date, or another course offered by AHSR/ASMI. (Students who have paid a discounted priced for a course have thereby expressed intent to undertake that course in full, hence they will not be eligible for a refund.)
- vii) AHSR/ASMI agrees to refund within 28 days of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and as detailed below.
  - a) If an enrolment is cancelled prior to commencement, a cancellation fee equivalent to the Administration Fee will apply.
  - b) If an enrolment is cancelled within 28 days after commencement of the course, a cancellation fee equivalent to 50% of the total course tuition fee will apply.
  - c) If an enrolment is cancelled later than 28 days after commencement of the course, a cancellation fee equivalent to 100% of the total course tuition fee will apply.
  - d) In the event that AHSR/ASMI is unable to deliver the course in full, the student will be offered a refund of all the course money paid to that date. The refund will be paid within 2 weeks of the day on which the training ceased being provided.

Alternatively, the student may be offered enrolment in a suitable alternative course by AHSR/ASMI at no extra cost to him/her. The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course. If he/she

chooses placement in another course, AHSR/ASMI will ask him/her to sign a document to indicate the acceptance of the placement.

- e) The refund will be made payable to the original payee, unless that person gives written direction to AHSR/ASMI to pay the refund to someone else. The claimant will be provided with a written statement that explains how the refund amount was calculated.

#### 4 TIME LIMITS

AHSR/ASMI is unlikely to consider an application for a refund from a former student whose enrolment was finalised 6 months or more prior to the time of application.

#### 5 RECORDS

A copy of all related documentation, including the brief written report in relation to the outcome, will be retained on the student's file.

#### 6 PUBLICATION

This refund policy will be made available to students and prospective students by publication on AHSR/ASMI's website. It is also outlined within the Student Handbook, Course Guide and General Admission Application Form.

AHSR/ASMI's Offer of Admission will be accompanied by details of this Refund Policy.

Version	Details	Date
1.0	Initial document creation	13 March 2015
2.0	Updated to meet legislative requirements	14 May 2015

#### Related Documents

##### Forms

- Student Application and Enrolment Form **F15**

##### Policy and Procedure

- Cancellation and Refund Policy and Procedure **P03**
- Grievances, Complaints and Appeals Policy and Procedure V3 270515 (with international and VFH) **P06**