

Refund and Cancellation Policy – Australian Residents

This Refund and Cancellation Policy applies to Australian Residents only and includes the following sections:

| Section | Page No. |
|--|----------|
| Section 1: Refund and Cancellation Policy – Fee for Service Students..... | 1 |
| Refund for fees paid in advance..... | 1 |
| Cancellation fees..... | 1 |
| Fees and Charges..... | 1 |
| Definitions..... | 2 |
| General Information..... | 2 |
| Table 1 - Refund and Cancellation – Fee for Service Students..... | 3 |
| Student Default..... | 3 |
| Refunds after Stanley College Default..... | 3 |
| Short Course/Workshop Tuition Fees..... | 3 |
| VET Student Loans..... | 4 |
| Section 2: Refund Policy – Funded Program Students..... | 4 |
| Refund for fees paid in advance..... | 4 |
| Fees and Charges..... | 4 |
| General Information..... | 4 |
| Table 2 - Refund – Funded Program Students..... | 5 |
| Full Refund..... | 5 |
| Partial Refund..... | 5 |
| Pro Rata Refunds..... | 5 |
| A Full Refund Of Other Fees..... | 5 |

Section 1: Refund and Cancellation Policy – Fee for Service Students

The Stanley College Refund and Cancellation Policy for ‘Fee for Service Students’ covers how REFUND and CANCELLATION Fees are calculated in the event of cancellation of enrolment before course completion, either at the request of Stanley College, or as a result of a breach of Stanley College’s code of conduct.

For Funded Students enrolled in a Department of Training and Workforce Development (DTWD) Funded Program including Jobs and Skills WA Training Courses, please refer to ‘*Section 2: Student Refund Policy – Funded Program Students*’ within this policy.

Refund for fees paid in advance

The calculation applied for fees paid in advance is listed in table 1.

Cancellation fees

Where a course of study is cancelled before the agreed Completion Date, Stanley College will calculate the Cancellation Fee in accordance with table 1.

Fees and Charges

Fees payable may include the following:

- **Tuition Fees:** Tuition Fees are the fees payable to Stanley College for undertaking a course. The Refund and Cancellation Policy specifications detailed below cover **TUITION FEES** only.
- **Short Course/Workshop Fees:** Short Course/Workshop Fees are the fees payable to Stanley College for undertaking a short course, courses include:

- Barista Workshop;
- SITHFAB002 Provide responsible service of alcohol;
- HLTAID011 Provide first aid (Or the Superseded version: HLTAID003 Provide first aid)
- **Other Fees:** Any other fees are as specified in your agreement with Stanley College. Fees may change and students will be notified about changes of other fees. **Other Fees are not refundable.**

Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer.
- **Course Commencement Date:** Means the agreed starting date of a course, as stipulated in the signed Letter of Offer.
- **Course Completion Date:** Means the agreed completion date of a course, as stipulated in the signed Letter of Offer.
- **Study Period:** Means your Study Period as outlined herein and in your Letter of Offer with Stanley College:
One Term = 10 weeks study + 3 weeks holidays = Total 13 weeks
One Semester = 20 weeks study + 6 weeks holidays = Total 26 weeks
- **Course Duration:** Means the total duration of your course of study including holidays.

General Information

- Course Fees and Charges are as per our Stanley College Course Fee List. *Note:* in line with our regulatory framework, Stanley College will only accept a maximum payment of \$1000 before commencement of studies and no more than \$1500 per month. Details of instalments are included in the Payment Agreement.
- All Refund Requests and *Cancellation Notifications* must be submitted using the **Course Variation Form and the Refund Application Form, both of which** are available at the Reception Desk or via the Stanley College website www.stanleycollege.edu.au. VERBAL notifications to Stanley College staff or agents **ARE NOT VALID**.
- The date the written notice is received by Stanley College is the CANCELLATION DATE, and is the date used for the calculation of any refund and/or cancellation fee.
- Stanley College calculates Refunds and Cancellation fees based on a SEMESTER Fee (20 weeks study period plus 6 weeks holidays = 26 weeks). For courses shorter than a Semester, Refunds and Cancellation fees will be calculated on the Course Fees.
- In case of a cancellation by the student or Stanley College, any outstanding fees to Stanley College become due within 7 (seven) days.
- Any costs incurred by Stanley College to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- Stanley College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- All amounts are in Australian Dollars (AUD).
- Where a refund is approved by the President, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated on the Refund Application Form.
- All refunds will be paid in Australian Dollars, via an Australian Bank Account, as nominated by the student.
- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.

| | | |
|--|--------------------------------|--------------------------------|
| Document Name: Refund and Cancellation Policy_Australian Residents | RTO : 51973 | CRICOS Code : 03047E |
| Location: NovaCore CMS\DMS\Corporate Services Drive\Finance\Policies\ | | |
| Version: 1.13 © Stanley College 2021 | Approved on: 26-05-2022 | Review Date: 26-05-2023 |
| | | Page 2 of 5 |

- Refund and Cancellation applications WILL NOT be processed where the signature on the Course Variation and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Stanley College.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlined how our Cancellation Policy has been applied.
- This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

| Table 1 - Refund and Cancellation – Fee for Service Students | | | |
|---|---|--|-------------------------|
| Reason for Refund/Cancellation | Notification Period | Refund | Cancellation Fee |
| Student Default | More than 10 weeks before semester/course commences | Full refund less cancellation fee | 10% of a semester fee |
| | More than 4 weeks and up to 10 weeks before semester/course commences | 70% of a semester fee | 30% of a semester fee |
| | 4 weeks or less before semester/course commences | 40% of a semester fee | 60% of a semester fee |
| | After semester/course commences | No Refund | 100% of a semester fee |
| <p>Note: A student who has paid fees for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.</p> <p>Student Default occurs when:</p> <ul style="list-style-type: none"> • The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or • The student withdraws from the course at the location (either before or after the agreed starting day); or • Stanley College refuses to provide, or continue providing, the course to the student because of one or more of the following events: <ul style="list-style-type: none"> ➢ The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course; ➢ Breach of Stanley College Code of Conduct as outlined in the Student Handbook. | | | |
| <p>Refunds after Stanley College Default</p> <p>In the unlikely event of Stanley College default, within 14 days of the default, Stanley College will:</p> <ul style="list-style-type: none"> • Either offer you an alternative place at Stanley College's expense, that is accepted by you in writing; or • Refund you the unused portion of the prepaid fees. | | | |
| <p>Short Course/Workshop Tuition Fees</p> <p>In the case of a cancellation by the student, Stanley College requires at least four working days' notice of cancellation prior to the start date of the course. Refunds may take up to 15 working days to process. No refunds, transfers or credit notes will be issued for withdrawals when less than four working days' notice is given.</p> | | | |

VET Student Loans

Where you have chosen to apply for a VET Student Loan (VSL) to pay for some/all of your tuition fees, please refer to the VET Student Loans (VSL) Enrolment Guidelines available via www.stanleycollege.edu.au/archives/courses/vet-student-loans/ which provides further information on:

- Course withdrawal
- Re-Crediting FEE-HELP Balances

Section 2: Refund Policy – Funded Program Students

The Stanley College Refund Policy for ‘Funded Program Students’ covers how REFUND Fees are calculated in the event of cancellation of enrolment before unit/course completion, either at the request of Stanley College, at the request of the student or as a result of a breach of Stanley College’s code of conduct. Funded Program Students are those enrolled in the Department of Training and Workforce Development (DTWD) Funded Programs including Jobs and Skills WA Training Courses.

Refund for fees paid in advance

The calculation applied for fees paid is listed in Table 2.

Fees and Charges

Fees payable may include the following:

- **Unit Fees:** Are the fees payable for students undertaking a Department of Training and Workforce Development (DTWD) Funded Program, including Jobs and Skills WA Training Courses. Unit Fees are charged in accordance with the VET Fees and Charges Policy 2022, copy available at the Front Office or via our website www.stanleycollege.edu.au.
- **Other Fees:** Any other fees are as specified in your agreement with Stanley College. Fees may change and students will be notified about changes of other fees. For Funded Program students, other fees currently charged are as follows:
 - SIT30816 Certificate III in Commercial Cookery:
 - Resource Fee - \$250 (Uniform – Mandatory purchase from Stanley College)
 - Toolkit Fee - \$350 (Chef’s Toolkit – Optional purchase from Stanley College)
 - SIT40516 Certificate IV in Commercial Cookery:
 - Resource Fee - \$250 (Uniform – Mandatory purchase from Stanley College)
 - Toolkit Fee - \$350 (Chef’s Toolkit – Optional purchase from Stanley College)

Note - Where you have commenced your course and been issued with your uniform and chef’s toolkit (optional), **Other Fees are not refundable.**

General Information

- **Enrolment Invoices:** Students are issued an enrolment invoice at course commencement. Students are invoiced on a Unit by Unit (per subject) basis, as they COMMENCE the units. Each student’s invoice details withdrawal dates set the enrolment.
- **Recognition of Prior Learning/Credit:** There is no fee for units that are granted Credits. RPL units are charged on a unit-by-unit (per subject) basis (fee payable will vary depending on the type of evidence submitted).
- **Withdrawal Dates:** Students are only required to pay for the units that they complete. Students must notify Stanley College of their intention to cancel a unit by the individual unit withdrawal date, to avoid paying the Unit Fee or to receive a FULL Refund of unit fees pre-paid. Withdrawal dates are set for each unit at no less than 20% of the way through the period during which the unit is undertaken.

| | | |
|--|--------------------------------|--------------------------------|
| Document Name: Refund and Cancellation Policy_Australian Residents | RTO : 51973 | CRICOS Code : 03047E |
| Location: NovaCore CMS\DMS\Corporate Services Drive\Finance\Policies\ | | |
| Version: 1.13 © Stanley College 2021 | Approved on: 26-05-2022 | Review Date: 26-05-2023 |
| | | Page 4 of 5 |

- **Student Portal:** Students can check their student portal to confirm when fees are due and see which fees have been paid.

| Table 2 - Refund – Funded Program Students |
|--|
| Full Refund of Unit Fees for units that have not yet commenced will be made when: |
| <ul style="list-style-type: none"> ➤ A student withdraws from a course when the course and/or a unit is cancelled or re-scheduled to a time that is unsuitable to the student; or ➤ A student is not given a place due to maximum number of places being reached. |
| Partial Refund of Unit Fees will be made when: |
| <ul style="list-style-type: none"> ➤ A student withdraws for reasons other than those listed above, and who lodges a Course Variation Form before 20% of delivery for the unit has been concluded. In this case, students will be eligible for a full refund of the applicable unit fee. |
| Pro Rata Refunds will be made when: |
| <p>Students withdraw for reasons of personal circumstances beyond their control. For example:</p> <ul style="list-style-type: none"> ➤ serious illness resulting in extended absence from classes; ➤ injury or disability that prevents the student from completing their program of study; or ➤ other exceptional reasons at the discretion of the accountable officer. <p>In all cases, relevant documentary evidence (for example, medical certificate) is required.</p> |
| A Full Refund Of Other Fees will be made when: |
| <ul style="list-style-type: none"> ➤ A student withdraws from a course before they have commenced their course AND/OR they have not yet been issued with their Resource (Uniform) or Toolkit. <p>Note - Where you have commenced your course AND been issued with your Resource (Uniform) or Toolkit, Other Fees are not refundable.</p> |