

Careers Australia Domestic Student Refund Policy

In this policy 'Careers Australia' refers to Careers Australia College of Healthcare, Careers Australia Institute of English, Careers Australia Education Institute and Careers Australia Institute of Training.

Non VET FEE HELP Enabled Courses

Enrolment fees are not refundable.

Once a course/semester has commenced there are no refunds of course/semester fees.

Where a student withdraws from a course/semester before completion no refund is applicable. Careers Australia may at its discretion issue a non-transferable credit for the remainder of the course/semester fees.

If written advice of cancellation is received by Careers Australia more than 28 days prior to course/semester commencement, Careers Australia will make a full refund of tuition fees within 4 weeks of receipt of written cancellation advice.

If written cancellation is received by Careers Australia less than 28 days before the course/semester commencement, a cancellation fee of up to a maximum of ten percent of the paid tuition fee will be charged. Tuition fees will not be refunded if the course/semester is cancelled after the student has commenced his/her course/semester. Refunds will be made within 4 weeks of the written advice being received.

Careers Australia reserves the right to alter timetables and class locations without notice. Careers Australia reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, Careers Australia will refund all course money within 2 weeks after the default day.

Full-time students are required to attend all scheduled classes and activities in class time and maintain academic progression. A student whose academic progression is not satisfactory may risk course termination. No refund will be provided in this instance.

Careers Australia reserves the right to withdraw all its services if the student's conduct disrupts the normal operation of classes. In this case no fee will be refunded.

Tuition fees are not transferable to another person or institution.

The student must agree to indemnify Careers Australia and/or its staff from any responsibility and/or claim for any possible injury, damage or loss during attendance at any Careers Australia program or activity arranged by Careers Australia. This agreement does not remove the right to take further action under Australia's consumer protection laws. The Careers Australia dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Obtaining a refund

If a student believes they are entitled to a refund they must lodge a written Request for Refund to the Careers Australia Finance Officer within 10 working days of the date of termination of enrolment. Requests for refunds will be processed within 5 working days and written notice of the outcome given to the student. If a refund amount is due, this will be paid within 10 working days of the notice. Request for Refund forms are available from Student Services.

Fees incurred by Careers Australia due to incorrect bank account details being supplied will be deducted from the refund payment.

VET FEE-HELP Enabled Courses

Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are, or would be, entitled to VET FEE-HELP assistance¹ enrolled in a VET FEE-HELP enabled course offered by Careers Australia.

In the event of a student withdrawing from a VET 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/or
- the student will incur a VET FEE-HELP debt.

Refunds – students who are not eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are not entitled to VET FEE-HELP assistance² enrolled in a VET FEE-HELP enabled course offered by Careers Australia.

In the event of a student withdrawing from a VET 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.

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.

Payment of Refunds

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

Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

Publication

This refund policy will be made available to students and prospective students by publication on the College's website - <http://www.careersaustralia.edu.au/domestic/downloads.html>

¹ Australian citizens or permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study

² includes permanent residents (who are not permanent humanitarian visa holders) and New Zealand citizens

Careers Australia International Student Refund Policy

In the unlikely event that Careers Australia is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Careers Australia at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Careers Australia is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) with ACPET will place you in a suitable alternative course at no extra cost to you.

Finally, if Careers Australia can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Where a student withdraws from a course/study period before completion no refund is applicable. Careers Australia may at its discretion issue a non-transferable credit for the remainder of the course/study period fees.

Agent's fees will not be refunded by Careers Australia.

Refunds will be made within 4 weeks of the written advice being received.

There are no refunds for public holidays or days the student is absent, due to sickness or any other reason.

It is a course requirement that all fees as invoiced must be paid in full, failure to do so will result in exclusion from class, cancellation of enrolment and withholding of results.

Suspension - In the case of a student needing to return home urgently, the remainder of their course may be suspended at the Training Centres discretion.

Careers Australia reserves the right to alter timetables and class locations without notice. Careers Australia reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, Careers Australia will refund all course money within 2 weeks after the default day in accordance with the provisions of sections 27 and 29 of the Education Services for Overseas Students Act 2000. In the case of Careers Australia not being able to offer a course, students are covered by the Provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Full-time students are required to attend all scheduled classes and activities in class time and maintain academic progression. A student whose academic progression is not satisfactory (less than 50% within a study period) may risk course termination. No refund will be provided in this instance.

Careers Australia reserves the right to withdraw all its services if the student's conduct disrupts the normal operation of classes. In this case no fee will be refunded.

Any refund will be paid by Careers Australia to the person or entity that originally paid the course fee, and where possible in the same currency in which the fees were paid. Tuition fees are not transferable to another person or institution.

The student must agree to indemnify Careers Australia and/or its staff from any responsibility and/or claim for any possible injury, damage or loss during attendance at any Careers Australia program or activity arranged by Careers Australia.

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. The Careers Australia dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Obtaining a refund

If a student believes they are entitled to a refund they must lodge a written Request for Refund to the Careers Australia Finance Officer within 20 working days of the date of termination of enrolment. Requests for refunds will be processed within 5 working days and written notice of the outcome given to the student. If a refund amount is due, this will be paid within 10 working days of the notice. Request for Refund forms are available from Student Services.

Applications to withdraw must be submitted in writing stating the reason for withdrawal and any other necessary documentation (eg medical certificate) and must be submitted through the student's educational representative.

Fees incurred by Careers Australia due to incorrect bank account details being supplied either by a student or an agent will be deducted from the refund payment.

Refund Policy Detail

Withdrawal Period	Reason	Refund/ Cancellation Charge
	Student has arrived in Australia (on a visa granted to study at Careers Australia) and requests to cancel enrolment without compassionate or compelling grounds, or to study with another institution	No Refund No release letter
More than 28 days prior to the course commencement	Visa Refusal Student is Offshore - Visa refusal letter to be provided	Enrolment fee –non-refundable 100% of Tuition fees refunded.
	Visa Refusal Student is Onshore - Visa refusal letter to be provided	Enrolment fee –non-refundable Paid tuition fees refunded
	Student is Offshore and requests to cancel enrolment – relevant documentation to be provided	Enrolment fee –non-refundable \$750 Cancellation fee charged Paid tuition fees refunded
Less than 28 days prior to the course commencement. Prior to the course start date.	Visa Refusal Student is Offshore – Visa refusal letter to be provided	Enrolment fee –non-refundable 100% of Tuition fees refunded
	Visa Refusal Student is Onshore - Visa refusal letter to be provided	Enrolment fee –non-refundable Paid tuition fees refunded
	Student is Offshore and requests to cancel enrolment – relevant documentation to be provided	Enrolment fee –non-refundable \$750 Cancellation fee charged Paid tuition fees refunded
	Student has arrived in Australia (on a visa granted to study at Careers Australia) and requests to cancel enrolment on compassionate or compelling grounds	Enrolment fee –non-refundable 20% of Tuition fee charged 80% of Tuition fees refunded
On or after Start date of Student's Course	Visa Refusal – Student is offshore (within 14 days of the course start date)	Enrolment fee –non-refundable 100% of Tuition fees refunded
	Visa Refusal – Student is offshore (refund requested after 14 days of the course start date)	Enrolment fee –non-refundable Paid tuition fees refunded
	Student does not commence study and withdraws from course within 14 days from the course start date	Enrolment fee –non-refundable 20% of Tuition fees charged 80% of Tuition fees refunded
	Student does not commence study and withdraws from the course after 14 days from the course start date	No Refund
	Student commences study and withdraws from course	No Refund
	Visa Cancellation – Student is onshore and has commenced course	Enrolment fee –non-refundable Remaining paid tuition fees refunded
	Student is expelled for unacceptable behaviour, non payment of fees or non-compliance with visa conditions	No Refund Results withheld