

# WITHDRAWAL AND REFUND POLICY

## Withdrawal and Refund Policy for Non VSL Approved Courses



This withdrawal and refund policy is intended to be just and fair.

### **Definitions**

**Student:** refers to an eligible student enrolled in a Non VET Student Loans approved course

**Course:** refers to a course that is not approved for eligible students to use a VET student loan

**Tuition Fees:** refers to fees paid for a course

### **1. Withdrawal from a course**

A student of Australian Academy of Beauty Dermal and Laser Pty Ltd who wishes to withdraw from a course must do so by completing a withdrawal form available on the Student Portal (Moodle) and sending it by email to: [susan@aabt.com.au](mailto:susan@aabt.com.au). Withdrawal is effective from the date that the Withdrawal Form is emailed to the Director of Studies.



The Australian Academy of Beauty Dermal and Laser Pty Ltd will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a course or part of a course.

The Academy encourages students to complete the structured workplace learning segment of their course in order to obtain the relevant statements of attainment for individual units.



Where a student withdraws from a course, or part of a course, the Australian Academy of Beauty Dermal and Laser Pty Ltd will not, after the withdrawal, enrol the student in a course or part of a course without the written permission of the student (which must be given after the withdrawal).

### **2. Refunds**

In the event of a student withdrawing from part of a course that has not been delivered the student will not incur a debt after the date the withdrawal was sent. Students will receive a refund for any up-front payment of tuition fees for that part of the course.

After class commencement, no refund is applicable to any time prior to the withdrawal letter being sent, whether the student has been in attendance or not.

Example: Student pays for SHB50121 Diploma of Beauty Therapy upfront \$22,788

Student withdraws after 23 weeks (course length 46 weeks)

Refund applicable \$11,394.00

### **3. Payment of Refunds**

Refunds will be paid within 14 days from receipt of withdrawal form. Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.

# COURSE PROGRESS

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### **4. Cancellation by RTO**

Should the Academy not proceed with a course, or cancel a course, or stop providing a course after it has started, all fees paid will be refunded for any part of the course not delivered.

Refunds are paid within 30 days of notification of course cancellation.

Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.

### **5. Cooling off period**

Students have a minimum two (2) days cooling off period for payment of student contribution fees.

Students may access our complaints and appeals policy if they are unhappy with any part of the refund process.



### **6. No refund**

As per NSW Fair Trading legislation pertinent to the provision of services, there is no refund of fees or any prepaid amount for:

1. Any poor and/or non-attendance
2. Poor behaviour
3. You provided false or misleading information
4. You failed to comply with the conditions of the Australian Academy of Beauty Dermal and Laser Pty Ltd

### **7. There is no cost to withdraw**

# COURSE PROGRESS

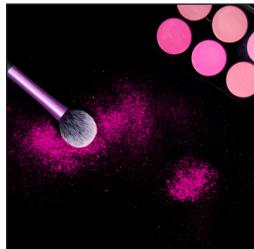
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### 8. Consumer Protection and Guarantee

If Australian Academy of Beauty Dermal and Laser cancels or ceases to provide planned training, Australian Academy of Beauty Dermal and Laser must issue a full refund for any services not yet provided.

The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.



As an example: A student enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee.

The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student's enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed units. The student would also receive a refund of \$300.00 which represents that value of the training not delivered.



Students' undertaking a vocational education and training course are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. More information about consumer rights can be accessed from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Please visit the following site for more information: [Australian ConsumerLaw](http://AustralianConsumerLaw).

Students who are unhappy with Australian Academy of Beauty Dermal and Laser arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian Academy of Beauty Dermal and Laser complaints policy and procedure (ref to PP2.9-Complaints Handling).