

ACADEMIES AUSTRALASIA HAIR & BEAUTY PTY LTD

## Withdrawal and Refund Policy

The applicable Application/Deposit Fee for the course/s you have enrolled in is not refundable under any circumstances.

Any pre-paid tuition fees are held in trust until the commencement of the course.

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.

### Cancellation **before** course commencement

If a student withdraws/cancels from a course prior to the scheduled commencement date, tuition fees prepaid will be refunded (not including any application/deposit fee).

### Cancellation/withdrawal **after** course commencement

If a student withdraws from a Qualification course after the scheduled commencement date, then the student must complete a Notification of Withdrawal Form and is obligated to pay the full course fees equivalent to their term of enrolment as per the applicable fee schedule for your enrolled course/s. All fees for this term must be paid even if you are asked to leave the college for non-compliance of school rules, or if your visa is cancelled.

If a student withdraws from a Short course all fees are due and payable even if you get a job or leave during the course.

If the school cancels a course, all fees will be refunded (incl. application/deposit fee) or transferred to a future course.

All withdrawals will be considered on a case by case basis. The scheduled commencement date, and the date of the Notification of Withdrawal Form becomes your enrolment period. Any calculations will be based on this enrolment period. At the schools discretion any final account will be calculated using the applicable fee schedule. Once a period of study has commenced, then fees are due for that whole period of study e.g. month, term.

**Please visit [www.brishair.com.au](http://www.brishair.com.au) for full details of Refund Policy and Fee Schedule.**

### Requests for Refunds

Applications for refunds must be made on an "Application for Refund Form" & submitted as soon as practicable. If a student is under 18 years of age a guardian must co-sign the Application for Refund form.

The school will consider extenuating circumstances and reserves the right to decide if it will pay a refund. Please contact our General Manager in writing. Refunds are only paid in AUD\$ and will take up to 21 working days to process from the date we receive the completed Application for Refund.

If a student's fees remain outstanding no certificates or statements will be issued.

### Course Deferment

Students physically unable to continue their studies due to exceptional circumstances may complete a "Course Deferment Form" and an interview with the General Manager. A deferment is valid for up to 3 months from the date it is granted. Fees due during deferment must continue to be paid.

### Special Clauses for International Students Only

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date of the notice of withdrawal and will be as indicated in the following tables:

#### **Before commencement of course:**

More than 4 weeks before course commencement	70% refund of course fees paid
4 weeks or less before course commencement	50% refund of course fees paid

#### **After commencement of course\*:**

No refund
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\* Please refer to above heading – Cancellation/withdrawal **after** course commencement

**Visa Refusal** – Where a visa application is refused **before** commencement of the course, the amount of refund is the lesser amount of:

- 5% of total course fees paid to date, or
- \$500, deducted from the amount of fees received by the provider.

Where a visa application is refused **after** commencement of the course, the amount of refund is calculated as follows:

Refund amount = unused portion of tuition fees (as per fee schedule) paid in advance.

In both circumstances, the student must show proof of refusal and evidence of payment to the College. However, the College is not required to provide a refund if the visa was refused for any of the following acts or omissions by the student that directly or indirectly caused the student to default:-

- Student's failure to start the course on the agreed starting day;
- The student's withdrawal from the course;
- The student's failure to pay an amount that he or she was liable to pay the College in order to undertake the course.

If your visa is cancelled because of poor attendance, poor academic progress or for some other reason, all tuition fees become due and payable immediately. No refund will be made. The School is obliged to inform the Department of Immigration of any student who cancels their enrolment or commencement date.

Compulsory Overseas Student Health Cover will be refunded if applicable. If your course has commenced or if we have already paid the health cover provider on your behalf, you will need to apply directly to them for a refund of OSHC fees.

The ESOS Act states that you may not withdraw until you have completed 6 months of your Principal Course which is the final course in the package used to get your student visa to come to Australia.

The provisions of the ESOS Act 2000 and the ESOS Regulations 2007 cover provider default.

Any refund in relation to tuition fees and non-tuition fees in the case of student default and provider default are paid to the student or person who pays the fees via reverse transactions back to the same payment method. The refund will be credited into the same account payments came from, unless written authorization is given by the student/guardian in favour of another party.

Version 5\_04.20