

Refund and Cancellation Policy – Australian Residents

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

Section	Page No.
Fees and Charges	1
Definitions	2
General Information	2
Table 1 -Refund and Cancellation.....	3
Student Default	3
Refunds after Stanley College Default.....	3

Refund and Cancellation Policy Overview

The Stanley College Refund and Cancellation Policy 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.

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:

- **Student Fees:** Are the fees payable for students undertaking a DTWD Funded Program, including Future Skills WA Training Courses. Student Fees are charged in accordance with the VET Fees and Charges Policy 2017, copy available at the Front Office or via our website www.stanleycollege.edu.au.
 - FULL REFUND** of Student Fees will be made when:
 - 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;
 - A student withdraws for reasons other than those listed above, and who lodges a Course Variation Form before 20% of delivery has been concluded
- **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. ***Tuition Fees are NOT applicable for students enrolled in DTWD Funded Program including Future Skills WA Training Courses, please refer to Student Fees above.***
- **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.***

Document Name: Refund and Cancellation Policy_Australian Residents	RTO : 51973	CRICOS Code : 03047E
Location: NovaCore CMS\DMS\Student Drive\Policies\		
Version: 1.2	Approved on: 02-03-2017	Review Date: 02-03-2018
		Page 1 of 3

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.
- 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 CEO, 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.
- 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.

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		Page 2 of 3

Table 1 - Refund and Cancellation

Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Fee
Student Default	More than 4 weeks before course commences	Full refund less cancellation Fee	\$230
	4 weeks or less before course commencement	40% of a course fee	60% of course fee
	After course commencement	No Refund	100% of course fee

Student Default occurs when:

- 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:
 - 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.

Refunds after Stanley College Default

In the unlikely event of Stanley College default, **within 14 days of the default**, Stanley College will:

- 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.