

REFUND – FEE PAYING STUDENTS POLICY & PROCEDURE

For a refund of upfront fee payment any refund request will be reviewed in accordance with this refund policy. The purpose of this policy is to provide guidelines for refunds for domestic students who have paid for Tuition Fees in advance, or which have entered in to a periodic payment arrangement, including those that have accessed a VET Student Loan (VSL); and are currently enrolled at the Ella Baché College of Skin and Beauty Therapy.

In case of a default by the Ella Baché College, the College will issue a Statement of Attainment for achieved units of competency. In the event of default by Ella Baché College all Students fees are protected by our membership of the national Tuition Assurance Scheme as detailed on the College website, and in the Student Handbook. The College's terms, conditions and refund policies do not remove the right of a Student to take further action under Australia's consumer protection laws.

Census Dates:

- The Census Date is the last day a student can withdraw their enrolment without incurring tuition fees.
- Each of the three (3) Fee Periods will contain one (1) Census Day at least 20% progression through each Fee Period.
- It is the responsibility of all students to inform themselves of the Census dates for their course.
- The Census Dates for each Fee Period are displayed on the College Website here:
<https://www.ellabache.com.au/pages/college-resources>

Refer also to:

Schedule of Fees and Charges Domestic Students – [Click Here](#)

Terms and Conditions of Enrolment for Domestic Students – [Click Here](#)

Complaints, Grievances and Appeals Policy and Procedure – [Click Here](#)

Paying Fees

- On accepting the offer students must pay the first payment instalment as listed in the Course Fees Breakdown in the Letter of Offer that includes:
 - First instalment - tuition fees
 - First payment instalment must be paid by the due date in week 4 after the course commencement date.
 - The remaining tuition fees are paid in instalments and must be paid by the due date as listed in the Course Fees Breakdown.
 - A late fee of 10% will be applied for all payments received after the scheduled due date.
 - Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid

Cancellation and Refund Conditions – Student Default

Student Default applies in the case where the course starts on the agreed start date but the student does not start on the agreed start date and has not previously withdrawn from the course in writing within an agreed time period prior to the course start date or the student cancels or withdraws from the course either before or after the agreed starting date.

The following refund conditions apply.

- 100% refund of paid tuition fees applies if the student cancels 28 or more days before the course starts.
- No refund of tuition fees applies if the student cancels after the census date of the unit of study.
- No refund of tuition fees if the Students enrolment is cancelled because of a failure to comply with College policy, including; Student Code of Conduct, Course Progress and Attendance. In this event all fees for the current Fee Period will remain payable. These policies are available on the College website as form part of the student agreement of enrolment; www.ellabache.com.au/pages/college-resources

Note: In the case of compassionate or compelling circumstances the College may waive the above conditions and fees. the Student must notify the College as soon as possible and submit a request in writing within 28 days of the date of their withdrawal / deferral.

The agreed starting date is the date the course was scheduled to start or a later date agreed between Ella Bache and the student. This does not apply to approved deferment and leave of absence when the student applies for refund after the application was approved.

Ella Bache College will make a refund within 28 days of receiving a written claim by the student in accordance with the Terms and Conditions as outlined in the course information.

Refer to Fees and Refund Policy for more details.

Cancellation and Refund Conditions – Provider Default

If Ella Bache College defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Ella Bache College will make every effort to transfer the students' enrolment to another college or pay a refund of the unused portion of the course money received from the student.

In such a case Ella Bache College will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default, if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 2 weeks following the default date with a statement explaining how the refund amount has been calculated.

Students fees are protected by our membership of the national Tuition Assurance Scheme

Procedure

Where a fee-paying Student proceeds to request a refund of fees they must notify the College in writing. Written notification may be by completion and return of the 'Refund Request Form', and if appropriate the 'Application to Withdrawal Form', all available from the College website, the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email to studentservices@ellabachecollege.edu.au clearly stating name, address, and course title, and reason for refund.

- All refund request applications must be sent to Student Services at studentservices@ellabachecollege.edu.au.
- All applications must include a completed Request for Refund Form and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- The Head of College will review all applications and will interview the student before approving or considering the application.
- The Head of College will then make a record of findings and recommendation to the Head of Education for the final decision.
- If the student refund is approved, the College will cancel the Student's enrolment and fees will be refunded in accordance with this policy and the circumstances involved
- Fees will be paid directly to the person who initially paid the fees.
- If the Student refund is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of refund
- The outcomes are communicated in writing to the Ella Bache Accounts Department where it is entered into the student's account file.