



Policy and Procedure

Name:	Refund Policy
Approved by:	Executive Dean
Date Approved:	12/07/2017
Approved by:	Head of Compliance
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Implementation Owner	Student Success
Maintenance Owner	Compliance
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SECTION 1 – INTRODUCTION

PURPOSE

The purpose of the Refund Policy is to provide guidance and clarity around the rights and obligations of students requesting a refund, as well as guidance for all MHM Higher Education Pty Ltd trading as Australasian College of Health & Wellness (ACHW) staff involved in the refund process.

SCOPE

This policy applies equally to all new and continuing students, as well as all staff associated with the progression of students and the management of withdrawals, cancellations and refunds.



SECTION 2 – POLICY

PRINCIPLES

The refund policy for ACHW are based on the following principles:

- are fair, equitable and transparent;
- are merit based;
- encourage diverse and representative access and take into account possible educational or social disadvantage.

POLICY

All refund requests are conditional on the following;

- The funds for the refund must be available (cheques are cleared, telegraphic transfers have been received); and
- Any debts to ACHW must be paid in full or the outstanding amounts will be deducted from the refund.
- All fees must be paid in full or an application for FEE-HELP received prior to the commencement of each subject.

Refunds will only be issued on receipt of a written withdrawal, marked to the attention of the Executive Dean, on or by the published census date. Email and faxed cancellations within this timeframe will be accepted.

Refunds, transfers or deferrals are not applicable later than the published census date. Applications in writing may be made for exceptional circumstances, and are to be addressed to the Director of Student Engagement.

A FEE-HELP participant who withdraws on or before the census date will not incur a FEE-HELP liability. ACHW will process a remission of Fees in line with the FEE-HELP Guidelines.

The final date for withdrawal without Fail (W) is at the published census date being the end of Week 3 of each unit of study.

All withdrawals after of Week 3 of each unit of study will be recorded as Withdrawal Fail (WF).

If any fees are not paid and ACHW deems it necessary to engage a debt collection agency to collect the outstanding amount, all costs associated with debt recovery will be added onto the outstanding debt.

In the event that a unit of study is cancelled by ACHW, a full refund will apply.

SECTION 3 – PROCEDURE

1. Students are required to apply in writing for any requests for a refund. This request should be addressed to the Executive Dean and emailed to compliance.mhm@tac.edu.au.
2. Applications must be received by no later than C.O.B. of the census date for a unit of study.



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3. Where a student withdraws after their census date they may seek special consideration for a refund. This application must include sufficient and relevant supporting evidence.
4. Where a special consideration is sought ACHW may request additional supporting evidence including medical certificates to assist in informing the decision making process.
5. All requests for a refund will be reviewed by key staff from ACHW and a final decision will be made by the Executive Dean and advised to the student within 28 days.
6. At all times the principles of equity and fairness will be applied to the refund process.
7. Where a student wishes to appeal a decision they may do so in accordance with ACHW’s complaints and appeals policy.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition

SUPPORTING DOCUMENTATION

Document name	Document type	Location
Student Handbook	handbook	website
Grievance Policy	policy	website



SECTION 5 – CHANGE HISTORY

CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
1.0	12/07/2017	Executive Dean	Head of Compliance	New version
2.0	8/12/2017	Executive Dean	Head of Student Engagement	Update to supporting documents