

Australian College of Culinary and Management

RTO-45886-CRICOS-04038J

Students Fees and Refund Policy and Procedure

SRTOs 2025	• Compliance Standards 7, 8 • https://www.asqa.gov.au/rto/2025-standards-rto
Legislative Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations 2025 • Education and Training Reform Act 2006 (Victoria) • The Australian Consumer Law 2011 • Privacy Act 1988 (Cth) • Victorian Guidelines for VET Providers (Victoria) • External Appeal process
Related Policies and forms	• Complaints and Appeals Policy and Procedure • Admissions and Enrolment Policy • Student Refund Request Form

Table of Contents

1. Policy	3
2. Purpose	3
3. Scope	3
4. Definition	3
5. Recruitment and Process:	4
6. Procedure	6
7. Grievances and Appeals	6
8. Responsibility	6
9. Review Date	6
	7

1. Policy

Australian College of Culinary and management Pty Ltd RTO-45886 CRICOS-04038J will ensure that this policy is in accordance with the Standards for Registered Training Organisations 2025.

2. Purpose

The purpose of this policy is to ensure that ACCM Pty Ltd adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give ACCM sufficient notice, while at the same time protecting ACCM from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe. The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

3. Scope

This policy and procedure apply to all the fees received from all students who are with study rights and are enrolled by ACCM Pty Ltd.

4. Definition

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules.

Fees: A total of tuition, materials, application and any other fees during the course of study.

Tuition Fee: Covers the cost of providing the course of study and use of resources at ACCM. Tuition Fee does not include administration costs including enrolment/application fee, and costs related to equipment or training material purchases, Excursion fees, printing costs.

Materials Fee: Covers the cost of learning materials and resources provided by ACCM.

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period.

Study Period: A discrete period of study up to a maximum of 10 weeks within a course, namely term, semester, trimester, short course of similar or lesser duration, excluding holidays and term/semester breaks

Term Start Date: Date on which an academic term commences as per ACCM yearly academic program calendar. The Academic Calendar can be requested from ACCM student administration via email or as a printed copy.

Exceptional circumstances: Circumstances that involve something exceptional, compelling or compassionate that has affected a student and the cause of which was outside the student's control.

Unused tuition fees: Tuition fees paid by a student to ACCM and that are repayable to the student in any of the circumstances set out in this Agreement.

5. Recruitment and Process:

- 5.1 The Application fee is non-refundable.
- 5.2 Once the student commences the course, the material fee is non-refundable.
- 5.3 The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.
- 5.4 Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control and which prevent the student from completing studies in that study period, any refund of tuition fees is contingent upon approval of the refund by the CEO.
- 5.5 The fees and charges required to be paid to ACCM Pty Ltd by a student will be as specified in a signed written acceptance form between the student and ACCM Pty Ltd that is entered into prior to the student commencing in the course(s) to which the agreement pertains.
- 5.6 Failure to pay fees according to the payment guidelines may result in a student's enrolment being cancelled. If, with notice, a student's enrolment is cancelled for non-payments of fees and that student is subsequently permitted to have his/her enrolment reinstated, a \$300 reinstatement fee will be levied. Refer to the student handbook.
- 5.7 The following refund conditions and procedures will apply to all the fees paid to ACCM Pty Ltd by Fee for Service (FFS) Students.

The assessment of refund applications shall be granted as indicated below:

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		Calculation of Fees	Calculation of Refund
Student visa refused	Student fails to start a course due to visa refusal (before agreed start date)	ACCM will retain on the account of administrative cost: either 5% of each course fees (Tuition fees + Non-tuition fees); or \$500; whichever is less.	Refund course fees (tuition and non-tuition fees) less 5%; or \$500; whichever is less
	Student's application for student visa renewal got rejected or refused after agreed start date	ACCM will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student's application for student visa renewal got rejected or refused.	Refund tuition fees for part of the course that has not been delivered to the student after the day student's application for student visa renewal got rejected or refused. Non-tuition fees are non-refundable.
Student visa cancelled	Student's visa got cancelled due to student actions including breach of student visa conditions or holding any other types of visa including permanent residence	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund.
Cancellation requests before agreed start date	Student's notification of cancellation in at least 10 weeks prior to agreed start date	ACCM will retain on the account of administrative cost: 10% of the first Two study periods tuition fees.	Refund tuition fees less 10% of first Two study periods tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in at least 4 weeks prior to agreed start date	ACCM will retain on the account of administrative cost: 50% of the first Two study periods tuition fees.	Refund tuition fees less 50% of first Two study periods tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in at least 2 weeks prior to agreed start date	ACCM will retain on the account of administrative cost: 75% of the first Two study periods tuition fees.	Refund tuition fees less 75% of first Two study periods tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in less than 2 weeks prior to agreed start date	Full Two study periods tuition fees for the whole duration of the first Two study periods are payable.	No Refund
Cancellation requests after deferment of commencement	Student's notification of cancellation of his/her course after the deferment of commencement date in a student's original eCoE in which visa was granted.	Full Two study periods tuition fees for the whole duration of the first Two study periods are payable.	No Refund
Cancellation	Student's notification of cancellation	ACCM will retain deposit paid	No Refund.

requests in consecutive courses	in succeeding course enrolled	towards succeeding course enrolled.	
Non-commencement	Student failed to commence his/her first course without prior written notification	ACCM will record a Credit Note against the student as to honour the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferrable to any other course. It is neither redeemable for cash nor refundable in full or in part for any reason.	No Refund.
	Student failed to commence his/her succeeding course without prior written notification	ACCM will retain deposit paid towards succeeding courses enrolled.	No Refund
	Student failed to satisfy condition of a conditional eCoE including English language proficiency requirements and Course specific entry requirements.	ACCM will retain deposit paid towards courses enrolled.	No Refund
Withdrawal requests after course has started	Student's notification of withdrawal from the course in at least two weeks prior to the start of his/her next Two study periods.	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
	Student's notification of withdrawal from the course after two weeks prior the start of his/her next Two study periods.	Full Two study periods tuition fees for the whole duration of the next Two study periods is payable.	No Refund
	Student's notification of withdrawal from the course during his/her study	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
	Student withdraws after his/her course has started without notification	Full Two study periods tuition fees for currently studying course is payable.	No Refund
Withdrawal during deferment or suspension of studies	Student notification of withdrawal from the course during deferment or suspension of studies	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
Other circumstances	Student expelled for breach of ACCM student code of conduct including submitted fraudulent documents or misleading information	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund
	Student failed to disclose previous visa refusal/cancellation or makes false declaration on the application Or when student commence the course no material fee will be refunded	Full Two study periods tuition fees for the whole duration of the current Two study periods is payable.	No Refund

Definition of terms used in refund table above:

Course fees	The total amount of fees including pre-paid tuition fees and non-tuition fees.
Weekly tuition fees	A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.
Non-tuition fees	Enrolment Fee, OSHC Fee, excursion fee, fees to cover textbooks or uniforms, which student use while they study the course.
Tuition fees	A Two study periods is study period comprised of 20 weeks of teaching. Tuition fees are charged in full for each Two study periods and must be paid according to the Enrolment Acceptance Agreement.

Deposit	Any monies paid to confirm the student's enrolment in succeeding courses; concurrently with or after signing the Enrolment Acceptance Agreement.
Agreed start date	Agreed start date means the day on which the course is scheduled to start, or a day agreed between ACCM and the student as per student's eCoE.

6. Procedure

6.1 All refund claims must be submitted in writing via ACCM Refund Request Form accompanied by appropriate supporting documents as required to admission@accm.vic.edu.au by email.

6.2 All refund applications must be made and signed by the student. To claim a refund, the student must send a scanned copy of their signed form to admission@accm.vic.edu.au by email.

6.3 All applications for the refund will be approved by the Chief Executive Officer. ACCM Pty Ltd will refund the amount within the above given time frames according to the fee refund condition after receipt of the completed and signed Refund Request form together with appropriate supporting documents.

6.4 Payments will be made to students by electronic transfer in their nominated bank account. For any refund to be paid to any other person than the student's, a written authorisation from the student will be required.

7. Grievances and Appeals

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the Student Complaints and Appeals Policy and Procedure. Availability of ACCM's complaints and appeals processes does not remove the right of a student or an intending student to act under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.

8. Responsibility

The Accounts Payable Officer has the responsibility to process the refund claims and provide the student details and fee status to the CEO for approval. The CEO has the responsibility to make a final decision about all the refund claims.

9. Review Date

12 months from the date of this version, or as required.

Version	Date	Reason for upgradations	Prepared By
1.0	Oct 2021	Initial Document	CEO/Director
1.1	August 2022	Updated on registration	CEO/Director
2.0	Nov 2025	RTO standards update	CEO/Director

For more information, please ACCM website- <https://www.accm.vic.edu.au/policies>

Fee Refund Procedure

