



Australian College of Culinary and Management

**ACCM**

## Australian College of Culinary and Management Pty Ltd (ACCM)

RTO-45886-CRICOS-04038J

### Students Fees and Refund Policy and Procedure

<b>SRTOs 2015</b>	<ul style="list-style-type: none"><li>● Standards 5.3, 7.3</li><li>● <a href="http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html">http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html</a></li></ul>
<b>Legislative Context</b>	<ul style="list-style-type: none"><li>● National Vocational Education and Training Regulator Act 2011 (Cth)</li><li>● Standards for Registered Training Organisations 2015</li><li>● Education and Training Reform Act 2006 (Victoria)</li><li>● The Australian Consumer Law 2011</li><li>● Privacy Act 1988 (Cth)</li><li>● Victorian Guidelines for VET Providers (Victoria)</li><li>● External Appeal process</li></ul>
<b>Related Policies and forms</b>	<ul style="list-style-type: none"><li>● Complaints and Appeals Policy and Procedure</li><li>● Admissions and Enrolment Policy</li><li>● Student Refund Request Form</li></ul>

## Table of Contents

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

## 1. Policy

ACCM Pty Ltd RTO-45886-CRICOS-04038J will ensure that this policy is in accordance with the Standards for Registered Training Organisations 2015.

## 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.

**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 Academic Institute's yearly academic program calendar. The Academic Calendar is published on the college's website.

**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 the Institute 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 \$250 reinstatement fee will be levied. refer to the student hand book.
- 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.

FEE REFUND CONDITIONS	PORTION OF TUITION FEE REFUNDABLE
ACCM Pty Ltd is unable to start delivery of the course. Student will be Paid within 14 business /working days of initial course commencement date;	100% less AUD \$300
Where a student formally withdraws from a course after the commencement date of the course;	0% The student shall not be eligible for a refund
Where a student formally withdraws from a course before four (4) weeks of the calendar days from the commencement date of the course;	0% The student shall not be eligible for a refund
Where a student formally withdraws from a course before six (6) weeks of the calendar days from the commencement date of the course;	50% of the tuition fees paid for that term will be refunded.
Where a student formally withdraws from a course before eight (8) weeks of the calendar days from the commencement date of the course;	80% of the tuition fees paid for that term will be refunded.
ACCM reserves the right to suspend or cancel the student's enrolment if: the student fails to pay an amount that they were liable to pay to ACCM (directly or indirectly) in order to undertake a course;	0% The student shall not be eligible for a refund for that term

## 6. Procedure

- 6.1 All refund claims must be submitted in writing via college's Refund Request Form accompanied by appropriate supporting documents as required to ( email will be updated ) by email.
- 6.2 All refund applications must be made and signed in person by the student. To claim a refund, the student must send a scanned copy of their signed form to ( email will be updated ) by email.
- 6.3 All applications for the refund will be approved by the Chief Executive Officer.
- 6.4 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.
- 6.5 Payments will be made to students by electronic transfer in their nominated bank accounts.
- 6.6 For any refund to be paid to any other person than the students, 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

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

# Fee Refund Procedure

