

Short Courses Refund Policy and Procedure

1. Purpose

The objective of this document is to outline the requirements and provide the procedures for refunds related to short courses at Oakhill Education Group Australia Pty Ltd ("the Institute").

2. Scope

This policy applies to students enrolled in a short course offered by the Institute.

3. Responsibility

The Financial Controller and Student Services Manager are responsible for the implementation and monitoring of this policy and procedure and will ensure that staff and students are aware of its application and procedures.

4. Refund Requests Conditions

- 4.1. The Institute must have received the fees from the short course student in order for any refunds to be made available to them.
- 4.2. The Institute encourages students to pay the fees to the Institute's account online via their booking system. However, in exceptional or limited circumstances, students can pay the fees via alternative methods such as in-person onsite.
- 4.3. Any debts owing to the Institute by the short course student must be paid in full or the outstanding amount(s) will be deducted from the refund.

5. Withdrawal from the Course

- 5.1. Fee refunds will only be issued if a course withdrawal request is received by at least 48 hours prior to the scheduled start time of the course.
- 5.2. Withdrawal requests are required to be in written format; email is acceptable.
- 5.3. Where notice of withdrawal is received in accordance with the above conditions, the Institute will allow a full refund of the course fees, less administration fees.
- 5.4. A \$20 administration fee will be charged for any withdrawal per course. If a student has booked a package deal (i.e. promotional deal for at least 2 courses), a \$20 administration fee will apply for each course (i.e. 2 courses will be \$40).
- 5.5. No refunds will be processed if it does not satisfy the above conditions.

6. Reschedule/Transfer to a Future Start Date/Reschedule

- 6.1. A student's request to reschedule/transfer to a future start date of the same course will be accepted if the request is received by at least 48 hours prior to the scheduled start time of the course and provided a future course offering is available.
- 6.2. No rescheduling/transfers will be allowed after this time.
- 6.3. A \$20 administration fee will be charged for any rescheduling/transfer per course. If a student has booked a package deal (i.e. promotional deal for at least 2 courses), a \$20 administration fee will apply for each course (i.e. 2 courses will be \$40).

7. Late Arrival to Scheduled Start Time

- 7.1. If a student arrives at the class more than 15 minutes later than the scheduled start time of the course, they will not be allowed to enter and participate, and the course fees will not be refundable.
- 7.2. No rescheduling/transfers will be allowed.

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8. Special Circumstances

- 8.1. Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, the full course fees will be refunded, less administration fees.
- 8.2. Supplementary evidence documentation will be required to be provided to substantiate the claim.
- 8.3. A \$20 administration fee will be charged for any withdrawal per course. If a student has booked a package deal (i.e. promotional deal for at least 2 courses), a \$20 administration fee will apply for each course (i.e. 2 courses will be \$40).

9. Course Rescheduling or Cancellation by the Institute

- 9.1. Every attempt will be made by the Institute to run all courses as advertised. However, due to certain events such as minimal enrolment figures not being met or other unforeseen circumstances, a course may be rescheduled or cancelled.
- 9.2. In the event a course is rescheduled or cancelled, the Institute will contact the student and provide them with one of the following options:
 - 9.2.1. reschedule/transfer to an alternative class for the same course (if available); or
 - 9.2.2. refund of course fees.
- 9.3. If a student would not like to proceed with the option to reschedule/transfer to an alternative class, they may request a refund of the course fees.
- 9.4. In the event that a student's fees are refunded, the student will receive a full refund of the course fees.

10. Refund Procedure

- 10.1. The student must complete the 'Refund Application Form for Short Courses Students' available online on the Institute's website or onsite at the campus reception for their refund to be processed.
- 10.2. The application will be reviewed in accordance with this policy.
- 10.3. If the refund application is approved, the approval and details of the amount will be sent to the Institute's Accounts Department and the student will be notified of the outcome by the Short Courses Department.
- 10.4. The refund will then be made available within 20 working days of the student being advised of the refund application outcome.
- 10.5. The refund will be made directly to the payee and will be processed via one of the preferred options selected in the completed 'Refund Application Form for Short Courses Students'.

11. Revision History

Revision	Date	Description of modifications
1.0	January 2014	Original
2.0	April 2018	Overall review, edit and update
3.0	December 2018	Overall review, edit and update; template layout, responsibility, procedures, fees and revision history table