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## POLICY DOCUMENT 08

### Refunds, Transfers and Cancellations VET FEE-HELP Approved Courses



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1.0 **SCOPE OF POLICY**

This policy is specific to Units of Study leading to VET FEE-HELP approved courses offered by Paramount College, i.e.

- HLT60507      Advanced Diploma of Naturopathy
- HLT61007      Advanced Diploma of Nutritional Medicine
- HLT60107      Advanced Diploma of Western Herbal Medicine
- HLT60607      Advanced Diploma of Homoeopathy

Paramount College has a fee refund policy designed to be fair and equitable for the college and the student, based on the timing of the student’s withdrawal, and in accordance with the requirements of the Higher Education Support Act 2003 (HESA). Critical dates, such as Start,



Administration and Census dates are clearly communicated to prospective and current students. All student fees paid prior to the Census date are refundable to the student, subject to the provision for cancellation fees outlined in this document.

## 2.0 DEFINITIONS

### Student

Person who has been accepted as an enrolled student by Paramount College.

### Withdrawal

A student may withdraw from their studies at Paramount College; a withdrawal is the formalisation of the student's choice to discontinue their enrolment in any Unit of Study/s or other courses at Paramount College. Withdrawal may only be made by a Student, upon completion of a written application for withdrawal form (Form 49).

### Administration Date

The Administration date is the date set for every Unit of Study, whereby all enrolment requirements must be finalised. Payment plans should be in place and/or 'Request for VET FEE-HELP Assistance Form's should be completed. Prior to the Administration date, a student may withdraw without financial or academic penalty. The administration date will be set at approximately 10% of the way through the period in which a unit is undertaken. Administration dates are set for every Unit of Study every semester or every time the Unit of Study is offered to students. Prior to the Administration Date, no academic record shall be made and all tuition fees paid are refundable.

### Census Date

The Census date is the date set for every Unit of Study, whereby all enrolment requirements must be finalised. The census date of a unit of study (which forms part of an eligible course of study) is the last day a student can submit their 'Request for VET FEE-HELP assistance form' to defer their Paramount College tuition fees through VET FEE-HELP. In accordance with HESA, census dates cannot be set any earlier than 20% of the way through the period in which a unit is undertaken (this period includes any examination/assessment periods). Census dates are set for every Unit of Study every semester or every time the Unit of Study is offered to students. Prior to the Census Date, no academic record shall be made and all tuition fees paid are refundable, subject to the cancellation fees outlined in this policy. The date is published on the Paramount College web site and semester calendars.



### Starting Date

The starting date for any Unit of Study, Short Course, Elective or Workshop conducted at Paramount College is the first date for that course, or the semester during which the Unit of Study will be delivered. In the case of online enrolment, the starting date is the first date that a student accesses the material online.

### Academic Withdrawal Date

The Academic Withdrawal Date is the date set for every Unit of Study, after which a student will be deemed to have failed a Unit of Study, should they withdraw from the Unit of Study without completing the Unit of Study. The date will be set at 50% of the way through the period in which the Unit of Study, short course, elective or workshop is undertaken at Paramount College (this period includes any examination/assessment periods). Academic withdrawal dates are set for every Unit of Study every semester or every time the unit is offered to students. Prior to the Academic Penalty Date, no academic record shall be made. The date is published on the specific Paramount College Unit of Study Outlines.

### Unit of Study

A Unit of Study is a compulsory unit of study which forms part of an accredited qualification.

## **3.0 FEES**

Fees are subject to change. Students should confirm that the current Fee Schedule is used for paying Fees prior to enrolment. Tuition fees are payable as per the chosen payment option as detailed in the Fees and Payments Policy PO-10 and the Fee schedule.

Cancellation Fees detailed in Section 7, Cancellation, apply to any fees paid or as yet unpaid to Paramount College . Refunds of fees for fees paid in full, part of a payment plan or paid through VET FEE-HELP are refunded as per Section 6, Refunds; please also refer to Policy 18 - Student Re-crediting and Review Process for information about re-crediting FEE-HELP balances.

Any monies outstanding to Paramount College by the Client, may be referred to a debt collection agency; in this event any and all costs associated in the recovery of monies shall be borne by the Client.



#### **4.0 WITHDRAWAL**

The Student must advise Paramount College of their withdrawal from study in writing, using Form 49 (Deferment of Fees, Refunds and Transfers). Form 49, when received by the college administration staff shall be date stamped and a copy provided to the Student, this date shall be the date that is used to calculate any refund due to the student.

Should a student withdraw after the Academic Withdrawal Date, without completing the particular unit, the student will be automatically deemed to have failed that unit; the Academic Record will reflect this as a failed unit. This clause does not affect the financial obligations of either Paramount College or the student, as outlined in this policy.

#### **5.0 EXCLUSION**

Where a student has been excluded from study due to unlawful or a significant behavioural event, the student will be given written notice as to the grounds of the exclusion within 2 business days of the decision having been made to exclude the student.

Paramount College will endeavour to prevent exclusion due to recalcitrant breaches of policies and procedures by working with the student, and warning the student when appropriate; in the event that a decision is made to exclude a student due to recalcitrant breach, Paramount College will advise the student initially in person, and then in writing; should it not be possible to advise the student in person within 5 business days of the decision, the written notice will be sent to the student.

This clause does not affect the financial obligations of either Paramount College or the student, as outlined in this policy.

#### **6.0 REFUNDS**

Should a student withdraw from their study at Paramount College prior to the Census Date, all Tuition Fees associated with the withdrawal, whether paid or unpaid are credited to the student's account, but are subject to the cancellation fees outlined in this policy. Any refund due to the student will be paid within 10 working days of receipt of the signed withdrawal form; similarly any amount owing to Paramount College must be paid in full within 10 business days.



Refunds must be requested for in writing, by completing Form 49, Deferment of Fees, Refunds and Transfers. The Administration Manager shall review the application for refund and complete a refund authority for the Dean of Studies to approve prior to forwarding to accounts for processing. The Administration Manager shall advise the Student of the application.

## **7.0 CANCELLATION**

Where Paramount College cancels a course, subject to the requirements of HESA, 100% of fees paid shall be refunded to the Student/s.

Where Students withdraw from a Unit of Study or Units of Study the following fee/s applies/y:  
\$100 per Unit of Study                      applies where the student withdraws on or after the Administration Date, but before the Official Census Date for the Unit of Study

Where a student lodges their application for Withdrawal after the Census Date, he/she will incur a VET FEE-HELP debt for those units and/or remain liable for the tuition fees.

## **7.1 SHORT COURSES**

Should a short course contribute to a VET FEE-HELP approved qualification, Withdrawal and Census dates will be set, and the withdrawal policies noted above will apply.

## **8.0 VARIATION FEES**

A \$50.00 Variation Fee will apply on or after the Official Administration date and prior to the Official Census date, should a student wish to vary their enrolment from one Unit of Study to another; the variation fee applies per Unit of Study or Units of Study from which the student is transferring.

## **9.0 DEFERMENT**

Paramount College does not offer deferment of studies. Deferment is effectively treated as if it were a withdrawal and is subject to the same policies that would prevail in that circumstance.

## **10.0 PRODUCTS AND BOOKS**

No refunds applies to products or books more than 7 days after purchase.