



Refund Form

This form must be used to apply for a refund of your tuition fees. It can be lodged in person at the Institute or posted to: The Health Arts College Pty Ltd,

Processing time is 10 working days from the date of receipt

Please Note:

- Fees refunds be provided in accordance with THA's Student Refund Policy & Procedure
- You should read the policy carefully to establish you eligibility for Fees refund
- If your Application is approved, a cheque (or bank draft for international students) for the refund, will be issued to the name of the person, or business nominated in the Refund Payment details section of this form
- Before your application for a Fees refund will be considered, you must complete all the sections below and attach required documents relevant to your to your application.

Personal Details

Family Name:		Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>	
Given Name:		Date of Birth:	
Address:			Post Code:
Student ID No:	Group:	Mobile:	
Email:			
Course/Details:			

Note:

If you change your address during the period, please contact us to ensure your address details are updated for future correspondence.

Reason for Refund

- Withdrawal from the Course
- Cancellation of Enrolment
- THA cancels program or unable to provide the program (Provider Default)
- Other (Please Specify)

- VET FEE HELP Re-crediting
- Student Overpaid

Refund Student	Refund Agent	Agent Name:	
Payment details for bank cheque/bank draft			
Mr/Mrs/Ms:		Telephone:	
Address:		Mobile:	
Country:	Postcode:	Fax:	
Email:			

REFUND POLICY (Self-Funded)

1. Refunds in full

1.1 Tuition fees will be refunded in full where:

- the course does not start on the starting date notified in the Letter of Offer
- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- the course is not provided fully/not being delivered to the student because THA has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by THA and no incorrect or incomplete information has been provided by the student.

- 1.2 Instead of refunding all tuition fees, THA may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.
- 1.3 THA may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, THA will not be liable to refund the money owed for the original enrolment.
- 1.4 If the student accepts the place on another course within THA, a new letter of offer and written agreement will be developed and provided to the student for acceptance.
- 1.5 If THA is unable to provide a refund or offer the student a place in another course, the Australian Student Assurance Scheme (ASTAS) through ACPET of which THA is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the final course of action is for ASTAS to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.
- 1.6 A full refund will also be provided to students in the following circumstances:
 - a student cannot commence the course because of illness or a disability;
 - where there is death of a close family member of the student (parent, sibling, spouse or child); or
 - at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

2. Partial Refunds

2.1 Partial refunds will be provided in the following circumstances:

- If a student has supplied incorrect or incomplete information and as a result THA withdraws offer, the student will be eligible to receive all tuition fees paid for the term period less a 20% administration fee.
- If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.

2. Student is not eligible for a refund

- 3.1 Where THA terminates the student's enrolment, because of a failure to comply with THA policies, misbehaviour or unsatisfactory course progress or attendance,
- 3.2 If the student withdraws from a course after the course start date,

4 Payment of refunds

- 4.1 Eligibility for a refund will be assessed based on this Policy.

Refund for VET-FEE-HELP Assistance Scheme Policy

Overview

The Health Arts College Pty Ltd supports the concept of potential student s and enrolled students refund of fees. The College is committed to VET-FEE-HELP requirements with regard to student fees.

Definitions

For the purposes of this document the following applies:



The Act: refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled in a unit of study who are, or would be entitled to VET- FEE-HELP assistance under clause 43 of Schedule 1A of the Act; and

Potential Students: refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under sub-clause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET-FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Refund of fees: The College will refund student fees as determined by this policy.

The College: is The Heath Arts College Pty Ltd

Policy Statement

This refund policy applies to all students who are entitled to VET- FEE-HELP assistance, even if they choose not to access it.

To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

The Heath Arts College Pty Ltd will repay to a student who is, or would be, entitled to VET FEE-HELP assistance any VET tuition fees that he or she may have paid for a VET Unit of study if the student withdraws from that unit on or before the relevant census date, even if they choose not to access it.

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of The Heath Arts College Pty Ltd.

Publication

This policy and the procedure are published on The Heath Arts College Pty Ltd website www.thacollege.edu.au and Student Handbook to ensure Students have up to date and accurate information publicly available to them.

Approval

This refund Policy and Procedure was agreed to and ratified by The Heath Arts College Pty Ltd Board of Directors on July, 2014.

Student Review Requirements & Re-Crediting a FEE-HELP Balance

The Heath Arts College Pty Ltd undertakes the following policy in regards to tuition fee refunds for domestic students (note: Permanent residents (who are not permanent humanitarian visa holders) and New Zealand citizens do not meet the residency requirements for VET-FEE-HELP assistance) to ensure that it complies with the fairness requirements in relation to review procedures for VET-FEE-HELP as set out in Schedule 1A of the Higher Education Support Act (HESA) (the Act) and the requirements of the VET Provider Guidelines.

Publication:

These procedures are to be published for students in The Heath Arts College Pty Ltd Student Handbook to ensure current and prospective students have up to date and accurate information publicly available to them.

Definitions

Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET- FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

Census Date: A published date set by the provider, no earlier than 20% of the way through a VET Unit of Study.



Tuition Fees: Fees paid for a VET Unit of Study that is approved for VET- FEE-HELP and applies to students who are, or would be entitled to VET- FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit/Subject of Study: A VET unit of study approved for VET- FEE-HELP that a student may undertake with The Health Arts College Pty Ltd, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

Department of Education: The Commonwealth Department of Education.

Incurring a VET- FEE-HELP Debt

A Student who is, or would be, eligible for VET- FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET- FEE-HELP debt for the tuition fees for that Unit.

Responsible Officers:

The THA College Administration Manager is the designated VET FEE-HELP Officer of The Health Arts College. They are responsible for the assessment of a student's request for re-crediting VET FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

The Chief Executive Officer (CEO) is the most senior person of the College and is the designated review officer of any decisions relating to the re-crediting VET-FEE-HELP balance.

Students who have requested VET- FEE-HELP Assistance who remain enrolled after the published census date will incur a VET- FEE-HELP debt.

A Student who withdraws from a Unit after the published census date for that Unit will incur a VET- FEE-HELP debt for that Unit.

Re-crediting a VET- FEE-HELP Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their VET- FEE-HELP balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.

Special Circumstances

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their VET- FEE-HELP balance re-credited for the affected unit/s.

The Health Arts College Pty Ltd will re-credit the Student's VET- FEE-HELP Balance if it is satisfied that Special Circumstances apply where:

- the Student's withdrawal or failure to complete are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impractical for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect such as:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- death of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET- FEE-HELP assistance; or
- a Student's incapacity to repay a VET- FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Re-credit of a Student's FEE-HELP balance - The process

Each application for re-credit of a student's VET-FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Applications need to be made to The VET FEE-HELP Officer 34-36 Ellingworth Parade, Box Hill VIC 3128. The officer is responsible for the assessment of a student's request for a re-credit of their VET-FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the VET FEE-HELP Officer, within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. The Heath Arts College Pty Ltd has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
2. The application for re-crediting a VET-FEE-HELP balance must include details of the:
 - Unit(s) for which a Student is seeking to have a VET-FEE-HELP balance re-credited and
 - special circumstances as referred to above, including supporting documentation.
3. The Heath Arts College Pty Ltd will consider each application within 5 working days of receipt of the application. It will consider each request to re-credit a VET-FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 15 working days.

Review of Decision

1. Where The Heath Arts College Pty Ltd makes a decision NOT to re-credit a student's VET-FEE-HELP balance that decision may be subject to review.
2. If a Student is not satisfied with the decision made by The Heath Arts College Pty Ltd the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The Student's application for review must:
 - be made within 28 days of receipt of the original decision
 - include the date of the original decision
 - state fully the reasons for applying for the review
 - include any additional relevant evidence
3. Applications should be made in writing to the CEO of The Heath Arts College Pty Ltd 34-36 Ellingworth Parade, Box Hill VIC 3128, as the designated Review Officer of any decisions relating to a request for re-crediting of a VET-FEE-HELP balance. Note: The Review Officer is impartial to the designated VET- FEE-HELP officer responsible for the original decision and was not involved in making the original decision to be reviewed.
4. The Review Officer will:
 - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
 - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
5. The Review Officer will then:
 - review the information from the original decision and then assess any new evidence provided by the Student
 - provide written notice to the Student of the decision, setting out the reasons for the decision
 - Inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review



Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

Deputy Registrar

Administrative Appeals Tribunal

Level 16, HWT Tower

South Gate

40 City Road

Southbank VIC.3006

Telephone: 03 9282 8444

(Cost of appeal as at 1 July 2014 is \$861.00)

Note: Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. An application fee may have to be paid, in the amount of \$861 (2014) and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Commonwealth Department of Education (CDE), or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Commonwealth Department of Education receipt of a notification from the AAT, The Department will notify The Heath Arts College Pty Ltd that an appeal has been lodged. Upon receipt of this notification from CDE, the Review Officer will provide CDE with copies of all the documents that are relevant to the appeal within ten (10) business days.

Publication

This policy and the procedure is published on The Heath Arts College Pty Ltd website to ensure Students have up to date and accurate information publicly available to them.

Approval

This Student Review Requirements & Re-Crediting a VET-FEE-HELP Balance Policy and Procedure was agreed to and ratified by The Heath Arts College Pty Ltd Board of Directors in July 2014



Student Declaration

I hereby affirm the information provided within this form to be true and accurate. I have read and understood the refund policy and that all payments from this time on will be paid according to this information. If any changes need to be made, I will inform The Health Arts College Pty Ltd of these changes in writing.

Student Name	Student Signature	Date:
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Office Use Only

Application Approved: Yes No

Comments _____

Actioned By: _____ Signature: _____ Date: _____

Cash Cheque Direct Deposit (attach receipt)

Total Amount Refunded \$ _____ Deductions \$ _____ Amount Refunded \$ _____