

CANCELLATION, WITHDRAWAL AND REFUND POLICY (Domestic Students)

Effective Date: December, 2024

Objective

The objective of this policy is to outline the circumstances in which domestic students at The Performance College (TPC) are entitled to a refund of tuition fees and the procedures for withdrawing from a course to request a refund. The policy also ensures compliance with the Standards for Registered Training Organisations (RTOs) 2015 and protects students' rights while maintaining the integrity of TPC's operational processes.

Scope

This policy applies to domestic students enrolled at TPC who are withdrawing from a course or seeking a refund of tuition fees. It covers the conditions under which refunds will be provided, the procedure for withdrawal, and the actions to be followed to ensure compliance with the policy.

Definitions

- **Domestic Student:** An Australian citizen, a permanent resident of Australia, or a permanent humanitarian visa holder who is usually resident in Australia and does not require a student visa to study in Australia.
 - **Census Date:** The date set by TPC, no earlier than 20% into each teaching term, by which students must finalize their enrolment or withdrawal to determine eligibility for a refund.
 - **Course Fees:** The tuition fees for the course as outlined in the student's Letter of Offer.
 - **Course Start Date:** The official start date of the course as specified in the Letter of Offer.
 - **Letter of Offer:** The official letter from TPC offering the student a place in a course and specifying the course fees, terms, and conditions.
 - **Refund Request:** A formal request made by a student to receive a refund of tuition fees, based on their withdrawal or cancellation from a course.
 - **Withdrawal:** The process of officially removing oneself from a course before the course is completed.
 - **Your Fault:** Circumstances where a student is responsible for the cancellation, withdrawal, or suspension of their enrolment, including but not limited to: failure to attend, failure to pay fees, or behaviour leading to suspension.
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Policy Details

1. Refund Eligibility

- Before the Census Date: Students who withdraw before the Census Date will be eligible for a full refund of course fees.
- After the Census Date: No refund will be issued if a student withdraws after the Census Date, regardless of the reason for withdrawal.
- Deferral and Cancellation: If a student defers their course and subsequently cancels, the refund eligibility will be determined based on the original Census Date before deferral.

2. Refunds Due to College Fault

- If TPC cancels or suspends a student's enrolment due to the College's fault, a full refund will be issued.

3. Refund Process

- Refunds will be issued to the student directly or in accordance with their written instructions.
 - Refunds will be made in Australian currency.
 - The College may request documentation or further information to verify the student's eligibility for a refund.
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Responsibilities

- **Students:**
 - Ensure that they submit the correct forms (Enrolment Variation Form and Refund Request Form) and supporting documentation by the deadlines outlined in this policy.
 - Provide accurate contact details and sign all required forms.
 - **The Performance College (TPC):**
 - Process refund requests in a timely and efficient manner.
 - Ensure refunds are issued in compliance with this policy and all relevant regulations.
 - Review and update this policy regularly to ensure compliance with legal and regulatory standards.
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Procedures

1. How to Withdraw and Request a Refund

- Step 1: Complete the Enrolment Variation Form and Refund Request Form. These forms are available at the Student Services Desk or on TPC's website.
- Step 2: Attach relevant supporting documents (e.g., reason for withdrawal, proof of identity).
- Step 3: Submit the completed forms and documents to the Student Services Desk in person or via email at studentsupport@tpc.edu.au.
- Step 4: Ensure that your student number, current contact details, and signature are on the forms. Incomplete or unsigned forms may delay processing.
- Step 5: TPC will assess your eligibility for a refund based on this policy. You may be asked to provide additional information.

2. Refund Assessment and Payment

- Once your withdrawal and refund request are processed, TPC will assess whether you are eligible for a refund based on the applicable terms.
- If eligible, refunds will be paid either via bank draft, company cheque (within Australia), or direct credit (if a bank account is provided).

3. Appeals Process

- If you disagree with the outcome of your refund request, you may appeal the decision in accordance with TPC's Complaints and Appeals Policy. Detailed procedures for submitting an appeal can be found in that policy.

Policy Review

This Policy will be reviewed as part of the College's yearly review process or as legislation requires.

Relevant Legislation

This document references the following legislation, regulations, codes and standards:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Australian Consumer Law (ACL) - Competition and Consumer Act 2010 (Cth)

Policy Owner: Campus Manager