

COURSE CANCELLTION AND REFUND POLICY

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1.0	Nil	28 th September 2018	1 st October 2018

1. Purpose

The purpose of this Policy is to provide a framework for the granting of refunds of fees for students enrolled at Hope Research and Practice Institute (HopeRPI).

2. Scope

This Policy applies to all prospective, commencing and re-enrolling students and to students seeking to withdraw from a course or courses for which they have paid fees.

3. Definitions

Item	
<i>Appeal</i>	The review of a decision made by HopeRPI under this policy.
<i>CoE</i>	Confirmation of Enrolment – evidenced by sending of authorisation code to student
<i>Commencement Date</i>	The first day of teaching
<i>Course</i>	A program of study.
<i>Course Fees</i>	The sum of the tuition and non-tuition fees.
<i>Compassionate and compelling circumstances</i>	<p>Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to commence their course or to satisfactorily progress in their course. Such circumstances include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury supported by a medical certificate; • bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided); • the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation); • major political upheaval or natural disaster in the home country this has impacted on the student's studies;

	<ul style="list-style-type: none"> • inability to begin studying on the course commencement date due to delay in receiving a course activation code. • a traumatic experience which could include: involvement in, or witnessing of a serious accident.
<i>Commencing Students</i>	A student who has enrolled in a HopeRPI course.
<i>Student tuition fees</i>	Means fees a provider receives, directly or indirectly, from: <ul style="list-style-type: none"> • student or intending student; or • another person who pays the fees on behalf of a student or intending student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.
<i>Overpayment</i>	Overpayment is any amount paid to HopeRPI in excess of the required tuition or other fees.
<i>Non-Tuition Fees</i>	Include: <ul style="list-style-type: none"> • Enrolment Fee; • CoE Processing Fee; • Change of Course Fee; • Material Fee; Non-tuition fees are non-refundable.
<i>Package Program</i>	A program that includes multiple courses, which may or may not be wholly provided by HopeRPI.
<i>Course</i>	Single unit of study
<i>Prospective student</i>	A student who intends to enrol in a course offered by HopeRPI.
<i>Returning students</i>	Returning students
<i>A student who is re-enrolling in a course in which they have already undertaken study.</i>	A student who is re-enrolling in a course in which they have already undertaken study.

4. Students

4.1 Prospective or current students who have accepted a place at HopeRPI and who have been issued with a CoE will be entitled to a refund of course fees, under the following conditions.

5. Refunds and non-issuance of CoE.

5.1 If HopeRPI does not issue a CoE the student is entitled to a full refund. To receive the refund, the student is required to notify HopeRPI by submitting an Application for Withdrawal Form (see Appendix).

5.2 Refunds and Student Withdrawal - Package Program

If a student's CoE is cancelled as a result of their withdrawal from a course which is part of a HopeRPI package program, the student is liable for the amount equivalent to one



course of study of their program. Any remaining prepaid course fees will be refunded minus an administration fee of \$50 (AUD).

6. CoE cancelled as a result of compassionate or compelling circumstances

6.1 If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances before the commencement date of their course, they are entitled to a refund of the prepaid tuition fees minus an administration fee of \$50 (AUD).

7. Student withdrawal before the Census date

7.1 If a student's CoE is cancelled as a result of their withdrawal more than 1 week before the course commencement, the prepaid course fees will be refunded minus an administration fee of \$50 (AUD).

7.2 If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal less than 1 weeks before, or after the commencement date of their course, the student is liable for the amount equivalent to half the cost of course of study. Any remaining prepaid course fees will be refunded.

8. Protection of Student Fees
Course Default

8.1 In the unlikely event that HopeRPI is unable to deliver a course in full, students enrolled in that course will be offered a refund of their unspent tuition fees, received by HopeRPI. This refund will be paid within 14 days from the date on which the course ceased to be provided. Students as an alternative may be offered enrolment in an alternative course at no extra cost to the student. Students have the right to choose whether they would prefer to accept a place in another course or be given a refund of the unspent fees.



Withdraw from Course or Principal Program of Study Form

First Name: _____

Middle Name: _____

Family Name: _____

Date of Birth: _____

Email: _____

Name of Course or Program you wish to withdraw from:

Date Course Commenced: _____

Date of Withdrawal: _____

Reason for Withdrawal: _____
