

STUDENT WITHDRAWAL PROCEDURE

and Refund Policy for Non VSL Approved Courses



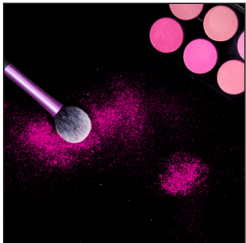
This withdrawal and refund policy is intended to be just and fair.

Definitions

Student: refers to an eligible student enrolled in a Non VSL approved course

Course: refers to a course that is not approved for eligible students to use a VET student loan

Tuition Fees: refers to fees paid for a course



1. Withdrawal from a course

A student of Australian Academy of Beauty Dermal and Laser Pty Ltd who wishes to withdraw from a course must do so by completing a withdrawal form available on our learner management system (Moodle) and sending it by email to: susan@aabt.com.au. Withdrawal is effective from the date emailed to the Director of Studies.

The Australian Academy of Beauty Dermal and Laser Pty Ltd will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a course or part of a course.

Students are encouraged to complete the structured workplace learning segment of their course in order to obtain the relevant statements of attainment for the completed theory component.

Where a student withdraws from a course, or part of a course, the Australian Academy of Beauty Dermal and Laser Pty Ltd will not, after the withdrawal, enrol the student in a course or part of a course without the written permission of the student (which must be given after the withdrawal).



2. Refunds

In the event of a student withdrawing from part of a course that has not been delivered the student will not incur a debt after the date the withdrawal was sent. Students will receive a refund for any up-front payment of tuition fees for that part of the course.

No refund is applicable to any time prior to the withdrawal letter being sent, whether the student has been in attendance or not.

Example: Student pays for SHB50121 Diploma of Beauty Therapy upfront \$22,221

Student withdraws after 23 weeks (course length 46 weeks)

Refund applicable \$11,110.50

3. Payment of Refunds

Refunds will be paid within 30 days from receipt of withdrawal form. Student is to nominate their bank account details and money will be paid by electronic transfer. The Academy is not responsible for incorrect details supplied.

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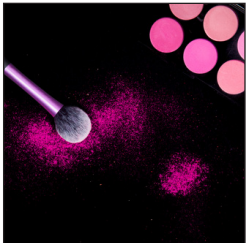
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4. Cancellation by RTO

Should the Academy not proceed with a course, or cancel a course, or stop providing a course after it has started, all fees paid will be refunded for any part of the course not delivered.

Refunds are paid within 30 days of notification of course cancellation.



5. Cooling off period

Students have a minimum 2 days cooling off period for payment of student contribution fees.

Students may access our complaints and appeals policy if they are unhappy with any part of the refund process.



6. No refund

As per NSW Fair trading legislation pertinent to the provision of services, there is no refund of fees or any prepaid amount for:

1. Any poor and/or non-attendance
2. Poor behaviour
3. You provided false or misleading information
4. You failed to comply with the conditions of the Australian Academy of Beauty Dermal and Laser Pty Ltd