

Refund Policy (Self-Funded)

This policy provides the guidelines for the eligibility and assessment of refunds for self-funded students

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- ◆ An offer of a place is withdrawn by THA and no incorrect or incomplete information has been provided by the student.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 Acceptance & 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.

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.
- ◆ application and material fees are non-refundable

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.