

Refund Policy for National and International Students

Clip Joint Academy of Hairdressing PL ta Clip Joint Education (known herein as CJE) is committed to the fair and transparent application of fees and charges, including the processing of refunds. Local and international students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student may receive a full or partial refund of their study fees.

Scope

This policy applies to the refund of fees paid for the delivery of studies to national and international students. Refunds may be provided to students, their parents, their employers or any other agency which has paid the course fee on behalf of a student.

Registration

CJE is registered training organisation (RTO number 0186) and is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider, prescribed under section 10 of the ESOS Act (**CRICOS Provider Name:** Clip Joint Academy of Hairdressing PL ta Clip Joint Education **CRICOS Provider Number:** 02103K).

The current policy is relevant to the following parties:

General Manager
Administration Manager
Recruitment Manager
Marketing Officer
Finance Officer
Coordinators
Educators
Students – and those paying fees on their behalf.

Definitions

Application fee – an administration fee charged for processing enrolment applications – non refundable, except where CJE has cancelled a study and as applicable.

Materials fee – a charge to cover the cost of tools and text equipment or other materials required by the student for a specific study. These items remain the property of the student.

Study – Training Package qualification or short course as prescribed by your enrolment agreement

Tuition fee – the fee for the delivery of the study training and assessment.

Total Study fee – the full fee charged for a study which is inclusive of Application Fee, Tuition Fee and where applicable, Materials Fee and Overseas Student Health Cover (OSHC is applicable to international students only).

Full Refund – Full refund of fees paid, includes the refund of paid tuition fees and Overseas Student Health Cover, (if applicable). This refund does not include the application fee, text books and equipment fees, except where CJE has cancelled a course.

Where CJE cancels a study due to provider default, a full refund including application fee will be offered. CJE will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may seek a full refund instead.

Refund of Materials Fees

Materials Fees may be refunded at the discretion of the Company Director where a student cancels before, or within two (2) weeks of study commencement. The materials must be returned in re-saleable condition and the Company Director will determine whether there is a possibility of re-selling them to another student before offering a materials fee refund.

Refunds when student's account is in credit balance - Graduating Students

If a student has a credit balance on their CJE account when they graduate, that credit balance will be automatically refunded by the CJE in full, and does not require application by the student.

Refunds for Continuing Students

If CJE has informed you that you are eligible for a refund, you will need to complete a **Student Course Refund Application** form and submit it to the floor **Coordinator** for the General Managers attention.

Refund Table

This table sets out the CJE's policy on refunds of tuition fee deposits or tuition fees paid by national and international students and including instances of students who do not go on to successfully complete their studies.

No.	Circumstance	Refund Payable	Due Date for Refund & Student Forms
All refunds in circumstances 1-8 below will be processed automatically by CJE and do not require action by the student.			
1	CJE is unable to provide in full the study offered at any time on or after the agreed starting date.	Full refund of all fees paid. This includes, refund of paid tuition fees, Overseas Student Health Cover (if applicable), textbook and equipment fees paid in advance.	Within two weeks of the study not being provided. Does not require application by the student.
2	The CJE application fee is AUS\$200 and payable by all full time and part time students enrolled in CJE studies and units of competence. The CJE application fee does not apply to Apprentice students.	The application fee is not refundable, except in 1. above.	CJE will not accept the application fee if a place is not available for the intake applied for and will consult with the student to defer their study commencement date.
3	International Student's visa application is denied by the Department of Immigration and Citizenship (DIAC) thirty (30) calendar days before the study commencement date. The student submits to the CJE Administration Manager certified evidence of the refusal (e.g. a copy of the rejection notice from DIAC) must accompany the request for refund.	Full refund of all fees paid. Where you have commenced your studies and your visa is rejected, you will be charged for the number of days attended.	Within four weeks of receipt of evidence by the Administration Manager . Does not require application by the student. If you have commenced studies, student to complete the Student Exit form .
4	International Student's visa application is delayed by circumstances beyond the student's control and is not ready in time for the student to begin the studies for which they applied. The student submits to the CJE Administration Manager independent documentation or evidence of the delay (this circumstance does not cover a visa delay caused by the student's own action or inaction).	Full refund of all fees paid.	Within four weeks of receipt of evidence by the Administration Manager . Does not require application by the student.
5	CJE withdraws offer of enrolment prior to commencement of studies based on the applicant providing misleading, or false, or incorrect or incomplete information.	Full refund of all fees paid less 10% of the annual tuition fee and less the application fee (if applicable).	Within four weeks of withdrawal of offer. Does not require application by the student.
6	CJE withdraws student after commencement of studies based on the student providing misleading, or false, or incorrect or incomplete information.	No refund payable.	Student to complete the Student Exit form .

No.	Circumstance	Refund Payable	Due Date for Refund & Student Forms
7	Applicant decides not to enrol, after accepting Offer of Admission and gives thirty (30) calendar days written notice before the study commencement date.	Full refund of all fees paid less 10% of the annual tuition fee and less the application fee (if applicable).	Within four weeks of CJE receiving written notification of decision. Does not require application by the student.
8	Student gives CJE written notice to withdraw of more than thirty (30) calendar days before the agreed starting date of the study, and no special circumstances apply. Note: This may have implications for international student visas. Note: The case of Apprentice students is detailed further below.	Full refund less 25% of the annual tuition for the study in which the student was enrolled or for which offer was made and less the application fee (if applicable).	Within four weeks of student's withdrawal. Student to complete the Student Exit form and Student Course Refund Application .
To obtain a special circumstances refund, as described in 9 below, the student must :			
9	Student withdraws on or after the agreed starting day of the study, and special circumstances apply.		Student to complete the Student Exit form and Special Circumstances Refund Application form .
Refunds are not payable at all in the circumstances set out in 10 -17 below.			
10	Student gives CJE notice to withdraw of less than thirty (30) calendar days before the agreed starting date of the study, and no special circumstances apply.	No refund payable.	
11	Student does not start the study on the study commencement date, and no special circumstances apply.	No refund payable.	
12	Student does not successfully complete the study , and no special circumstances apply. This may include CJE student suspension or student withdrawal/non completion from studies.	No refund payable.	Student to complete the Student Exit form .
13	Student course deferral – if the student defers from a study to a maximum of three (3) months and no special circumstances apply.	No refund payable.	Student to complete the Student Exit form – deferment option .
14	Student enrolment is suspended or cancelled by CJE for any reason.	No refund payable.	Student to complete the Student Exit form .
15	Student abandons a study without formally cancelling his/her enrolment directly with CJE	No refund payable.	In the case of study abandonment, the student will be liable for all fees until the cancellation process is complete.

No.	Circumstance	Refund Payable	Due Date for Refund & Student Forms
16	International Student visa cancelled by the Department of Immigration and Citizenship (DIAC) for any reason.	No refund payable.	Student to complete the Student Exit form .
17	International Student changes their visa status (e.g. receives permanent residency status) during their study period	No refund payable.	Where a student changes visa status (e.g. changes education sector) and requires a new visa to be issued, the student is required to bear any and all costs associated with the visa inclusive of medical tests.

Note1: Nothing removes the right of the student to take further action under relevant Australian consumer protection law and to pursue such legal remedies the student may have under such laws.

Note2: If an international student reapplies for a student visa and is successful within six (6) months of initial study refusal, CJE will credit the administration fee, where applicable, to the new study fees.

CJE reserves the right to withdraw any participant from the study if payment has not been received in accordance with our payment terms and agreement.

CJE reserves the right to withhold granting the study Award Certificate, Statement of Attainment and Academic Transcript attained by the student if any student fees remain outstanding.

Information in relation to fees and refunds is found on the Clip Joint website www.clipjoint.com.au and after enrolment, in your **Student Policy and Procedure Handbook and Logbook** and **Enrolment Agreement**.

Apprentice Students Refund Arrangements

In the event of a refund request, please approach your Coordinator and the Administration Manager to confirm your contract of training and fee payment arrangements. This may have an affect on refund determinations.

Refund Payments

All requests for refund must be made in writing, by completing the **Student Course Refund Application**.

All refunds are paid by cheque or paid into your nominated bank account in Australian dollars (AUD).

Refunds will be made payable to the student if 18 years of age or older, unless CJE receives written advice from the student to the contrary or the student is supported by a recognised third party sponsor and that sponsor is entitled to the refund [ESOS Act, s.28(2)].

Refunds will be made payable to the the students legal guardian/parent if under 18 years of age.

Refunds may be transferred to another Registered Training Organisation (RTO). If you are an international student on a student visa, the RTO must be a CRICOS registered provider, if authorised in writing by the student or, where appropriate, the student's sponsor.

Grievances about Refund Decisions

More information in relation to **Student Complaints and Appeals** policy and processes can be found on the Clip Joint website www.clipjoint.com.au and will be provided to you before the commencement of studies, and on commencement in your **Student Policy and Procedure Handbook and Logbook**.

International students may raise grievances about refund decisions under the **Student Complaints and Appeals** policy and processes.

[This section is compliant with the ESOS Act 2000 (Cth), ss.27-30; the ESOS Regulations 2001 reg 3.19 and Standard 2 of the ESOS National Code.]

Special Circumstances Refunds

As described in the table above, where special circumstances result in a student being unable to academically perform and successfully attend and/or complete their studies, and circumstances 1-8 and 10-17 do not apply, the student may apply for a Special Circumstances Refund. Special circumstances may also be referred to as compassionate and extenuating circumstances, as determined by CJE.

Sometimes special circumstances, which may be for medical, personal/family, employment or study-related reasons, are the cause of the withdrawal or non-completion.

If you can demonstrate that there are special circumstances in your situation, you may apply for the refund of any tuition fees paid.

Special Circumstances

CJE deems that special circumstances apply where the circumstances:

- are beyond the student's control and not due to the student's action or inaction, and
- do not occur, or do not make their full impact on the student known, until on or after the commencement of the study, and
- make it impracticable for the student to meet the attendance and/or assessment requirements of the study during the study period in which the student was enrolled.

Special Circumstances Application Process

1. Complete the **Special Circumstances Refund Application form**.
2. Lodge the application with the **Coordinator**, within twelve (12) months of the date that you formally withdrew from the study. If you did not formally withdraw, the application must be lodged within 12 months of the last day of the term in which you were enrolled in the study.
3. Ensure that appropriate and adequate independent supporting documentation addressing all the criteria specified in the form and is lodged with the **Coordinator** no later than thirty (30) calendar days after the initial lodgement.

Outcome

1. You will be sent a letter or email acknowledging receipt of the **Special Circumstances Refund form** and related information within five working days.
2. You will be advised in writing by the **Coordinator** of your application within twenty (20) calendar days of receipt of the application and all relevant supporting documentation. The notice of the **General Manager's** decision will include: a statement of the reasons for the decision; information on your right to have the decision reviewed; and a brief outline of the review process.
3. If the application is successful, the **Coordinator** will arrange for the refund.

Review and Appeal

Review

If your refund request is not successful and you are not satisfied with the reasons provided by the General Manager, you may request in writing that the decision be reviewed. The request must be submitted within twenty (20) calendar days of the notification of the outcome of your application. The request must contain information and/or documentation additional to that included in the original application, and directly address the reasons provided for the General Manager's decision. The review officer for these purposes is the Company Director.

Appeal

If you are not satisfied with the outcome of this review, you may consider lodging a complaint in accord with the CJE Student Complaints and Appeals policy. Once a formal complaint or appeal has been lodged with an external agent, the CJE process ceases.

External to CJE

A student may approach an external agent such as the Office of the Training Advocate (OTA), Equal Opportunity Commission etc.

The South Australian OTA offers a personalised service for international students studying in South Australia. OTA staff can support students who are not sure how to access help by connecting them with the people best suited to resolve their concerns.

The OTA service consists of providing a contact point for assistance by:

- working together to complement and support existing arrangements with their training provider.
- providing an advocacy service where required.
- referring students to the appropriate authority where necessary and offering support in this process.
- investigating complaints where appropriate.

For more information or assistance on external complaint processes please contact the OTA on 1800 006 488.

Ground Floor East, 55 Currie Street, Adelaide SA 5000

trainingadvocate@sa.gov.au

www.trainingadvocate.sa.gov.au

CJE is obliged to:

- Provide students with relevant information in print or through referral to an electronic copy of their responsibilities, including relevant CJE policies and procedures.
- Keep records of each student's attendance, academic progress and results.
- Offer reasonable assistance all students (including international students) so as to maximise their opportunities to successfully complete their course(s).
- Ensure international students at risk of breaching their student visa conditions receive a warning of this fact before action is taken by CJE to report the students' breach to the Australian Government.
- Staff who interact directly with students are aware of CJE's CRICOS provider obligations and refer to CJE student policies.