

HEADMASTERS BEAUTYMASTERS FASHIONMASTERS

REFUND POLICY

Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request. All requests will be responded to within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval. If HeadMasters is unable to commence, continue or complete the delivery of a course tuition fees will be refunded within 14 days. All refunds will be paid to the person with whom HeadMasters has a contract unless written authority is received by HeadMasters to pay another party.

Withdrawal

If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid. If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

Where a student has been granted a deferral prior to commencement of a course or trimester/semester, tuition paid will be transferred to the subsequent study period. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted. Where a student's enrolment is cancelled because of misbehaviour or breaching of visa conditions there will be no refund. Materials, equipment and resource fees are non-refundable.

Apprentices and trainees may be eligible for a tuition fee concession at any course level, while Indigenous students always pay the minimum fee in a government subsidised place. Concession fees are not available at Diploma Course Level.

Enrolling in this course and receiving funding under the Victorian Training Guarantee may impact access to further government subsidised training for future courses.

For more Skills First information please visit: <http://www.skillsfirst.vic.gov.au>

VET Student Loans

There will be a full refund of fees if a student withdraws from a unit of study prior to the census date. Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of Headmasters.

For more VET Student Loans information please visit: <http://studyassist.gov.au>

International Student ONLY - In addition to the above

For HeadMasters packaged offers, the second and subsequent COE's will incur a \$1000 non-refundable deposit. Where a student has a packaged offer with a partner institution, and the HeadMasters course is the principal course HeadMasters reserves the right to impose a non-refundable deposit prior to the issue of a COE.

Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable. Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

Accommodation

Accommodation fees will be refunded provided two weeks' notice is given before the commencement date of the homestay. If students cancel accommodation within two weeks before homestay commences, two weeks homestay fees will be deducted from the refund. Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

Provider Default

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Overseas Students In the unlikely event that HeadMasters is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If HeadMasters is unable to provide a refund or place you in an alternative course our Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Protection Scheme (TPS) cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager. Domestic student fees are protected by membership of ACPET's ASTAS. This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. At times the student might be included in photos, videos or other recorded media created during the time of the student's attendance on campus for the purpose of marketing materials to be used exclusively by HeadMasters and its affiliates.

Where a guardian is required to sign, the applicant gives consent for release of information to the specified guardian.

By signing this application form, the applicant hereby gives Headmasters Academy Pty Ltd the right to use the applicant's photographs in all forms of media and in all manner, including composite representations, for advertising and waives any right to inspect or approve the finished product, including written copy that may be created in connection therewith.

Domestic student fees are protected by membership of ACPET's ASTAS. This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. At times the student might be included in photos, videos or other recorded media created during the time of the student's attendance on campus for the purpose of marketing materials to be used exclusively by HeadMasters and its affiliates.

For further information regarding HeadMasters policies please refer to the information for intending student's document which can be found at www.HeadMasters.com.au