

POLICY & PROCEDURE: REFUND – COURSE CANCELLATION (PROVIDER DEFAULT)

Policy

This document covers the refund procedure in the event of a course cancellation (provider default).

Procedure

1. Domestic Students

If Ella Baché College ceases to provide a course after it starts but before it is completed under the Vet Student Loans (VSL) Program, the provider will give the Secretary written notice within 24 hours with the following information:

- the name of the course
- the full name and contact details of each covered student enrolled in the course
- the part or parts of the course that each covered student is enrolled in
- the amount of the tuition fees for each part of the course in which each covered student is enrolled
- details about the payment of those tuition fees, including the amounts that are covered fees

Ella Baché College gives written notice to the Secretary of this event by sending an email to VETTuitionAssurance@education.gov.au.

Students will be contacted within 5 business days by the tuition assurance administrator. The tuition assurance administrator will inform students of next steps, including providing details regarding the scheduling of student information sessions. Further information for impacted students is located here <https://www.education.gov.au/tuition-assurance-and-provider-closures>

2. International Students

If Ella Baché College ceases to provide a course after it starts but before it is completed, the provider will notify the Department of Education and the Tuition Protection Service (TPS) Director within three working days.

The TPS Director will place the student in a suitable alternative course at no extra cost to the student. If TPS cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the Fund Manager. Further information is available here <https://tps.gov.au/StaticContent/Get/StudentInformation>