

REFUND POLICY- DOMESTIC STUDENTS

A copy of this policy will be provided to students before a contract/agreement is signed or an amount of money is paid for a registered course. The policy is provided on the Student Application form, Student Handbook, and available on the Vibe College website. This refund policy applies to all course monies paid to the College. This policy covers full and partial refunds, refunds in the event of student default and in the case of provider default. A summary of the Vibe College's refund policy is outlined below.

Fee for Service students:

Enrolment Fee	Non-refundable and not transferable in any circumstances, unless the course is cancelled by the Vibe College.
Cancellation of course by the Vibe College	Full refund of enrolment fee, tuition, fees for unused equipment paid. Books and resources that have already been used won't be refunded.
Cancellation by the student minimum 14 (fourteen) days prior to commencement	Full refund of equipment fee (if Vibe College has not ordered equipment. Once ordered, no refund is given) Paid tuition fees will be refunded less \$1000 deposit. No refund if cancellation is requested less than 14 (fourteen) days prior to course commencement.
Course transfer to enrol in a higher level of qualification at the Vibe College	No penalties apply
Short Course Unit	No refund of tuition and equipment fees unless the course is cancelled by the Vibe College.

Two (2) attempts at an assessment are included in the tuition fees. Please consult the course fees and charges list for fees payable if more than two (2) assessment attempts are required. Your fees will include:

- expert instruction/ training manual and notes/ marking of assessments
- reference to extra study material
- issue of Certificate and/or Statement of Attainment recognised nationally

Apprenticeship students:

Enrolment Fee	Non-refundable and not transferable in any circumstances, unless the course is cancelled by the Vibe College.
Cancellation of course by the Vibe College	Full refund of enrolment fee, tuition, fees for unused equipment paid. Books and resources that have already been used won't be refunded.
Student transfer to another college before completion of course.	Refund only for module that have been paid in advance and not completed at Vibe College
Student withdraw from College in between modules.	Only 50% of the cost of that module will be refunded along with advance payment for other modules not completed at Vibe
Books & Resources	No refund will be provided for books and resources that were purchased at the beginning of the course.

Vibe College

REFUND PROCESS:

All requests for a refund must be submitted on the appropriate 'Refund application form', to the College Administration Office. Refund requests must be accompanied by official documentary evidence. If the student is unable to access the refund form a refund request should be made in writing and emailed or posted to the College Administration Office. Refunds will only be in the same currency in which the fees were paid.

The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the college to pay the refund to someone else. Refunds are made in accordance with the policy below and full refunds of amounts owed to the students will be made within 4 weeks.

Vibe College will endeavour to contact students who have not requested a refund within 4 weeks of leaving the College at the last known contact address, phone and email, and keep such evidence on the student file.

Vibe College reserves the right to withhold granting the award attained by the student, if student fees remain outstanding.

- Vibe College's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.
- Refer to the student grievance & appeal procedure on the Vibe website and in the Student Handbook if you wish to appeal the refund policy.
- Vibe College will consider the following exceptional circumstances as grounds for a student's withdrawal from the program,
 - Severe life threatening illness or disability
 - Death of an immediate family member (i.e. Mother, Father, Brother, Sister or relative where it can be shown that severe hardship may be felt by the family if study did occur).

Vibe College will process refund once acceptable documentary evidence is provided.

All bank charges incurred by Vibe College in issuing a refund will be met by the Student. Vibe College will endeavor to contact students who have not requested a refund within 4 weeks of leaving the college and keep such evidence on the student file.

STUDENT'S RIGHTS TO APPEAL

- a) Any student who is refused a refund by Vibe College may appeal within 14 days in writing to the Academic Manger.
- b) The Institute's appeal process does not circumscribe the student's right to pursue other legal remedies.
- c) This agreement, and the availability of grievance and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

CHANGE OF ADDRESS/CONTACT DETAILS

All Students are required to notify the college of a change of address, phone, or email while enrolled in the course within 7 days of a change.
