



Cancellation and Refunds Policy

Purpose

The purpose of this policy and procedure is to outline the process regarding cancellations and the issuing of refunds and to ensure that all relevant legislative and regulatory requirements are adhered to in the actions and decisions made by Greenwich English College Pty Ltd.

The policy and procedure for decisions and actions related to cancellations of student enrolments are addressed in policy and procedure 13. Deferring, suspending or cancelling student's enrolment.

Scope

This policy applies to any staff involved in managing cancellations and the processing of refunds of fees by Greenwich English College Pty Ltd and to any students impacted by these cancellations and processes.

Policy

Greenwich English College Pty Ltd has a policy of providing refunds to students according to the cancellation and refund terms and conditions detailed clearly on the student application form, Letter of Offer and Written Agreement.

As made clear in these terms and conditions, the Greenwich English College Pty Ltd policy of providing refunds also includes adhering to any and all consumer protection legislations and regulations that apply.

As equally made clear in these terms and conditions, the Greenwich English College Pty Ltd policy of providing refunds includes specific terms and conditions in cases of visa rejections.

In all cases of application for refund, the Greenwich English College Pty Ltd policy of providing refunds puts the fair and honest treatment of its students first.

In all cases of application for refund, the Greenwich English College Pty Ltd policy of providing refunds works to ensure all reasonable haste and clarity in the processing of applications. Likewise, financial integrity and legalities are considered with respect to concerns such as money laundering.

In all cases of application for refund, the General Manager of Greenwich English College Pty Ltd will give final approval for payment and payments will be processed by the accounts department.

The details about cancellations and refunds is provided to students via the application form.

References

Greenwich English College Enrolment form 2018
Student Support - Policy No. 6
Admissions - Policy No. 17
Fees Management - Policy No. 19
Financial Management Policy No. 24
ASQA Standards for Registered Training Organisations 2015
National Vocational Education and Training Regulator Act 2011
Student Handbook

Authorising Officer: _____ **Date:** _____ **Review Date:** _____
This policy is to be reviewed twelve (12) months from this date.