
Cancellation and Refund 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 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 College Pty Ltd and to any students impacted by these cancellations and processes.

Refund Policy

Greenwich 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 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 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 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 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 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 Terms and Conditions in the application form and Letter of Offer.

Cancellation Policy

Students are required to provide documentation to support their request to cancel their enrolment with Greenwich College. The cancellation request will not be assessed if a student has any outstanding fee or where supporting documents are missing.

Students must attach together with the signed and fully filled Cancellation form the following supportive documents based on the reason for their cancellation:

Reason for cancellation – Transferring to another registered provider

1. A letter detailing the reasons for the request to transfer to another provider and how the student will benefit from the transfer; and
2. A letter of offer from the other provider confirming that a valid enrolment offer has been issued at that institution (AQF level should match with the student current highest enrolment);
3. A letter of offer from the new provider must not have more than 8 weeks gap between the cancellation effective date and enrolment commencement date at the new provider institution;
4. A Genuine Temporary Entrant Statement; and where possible / applicable

5. A copy of the supporting documents e.g.:
 - a. medical evidence,
 - b. evidence of future employment offer received directly from the future company's email account
 - c. evidence of the relationship if cancellation is requested due to family reasons.
 - d. evidence from an appropriately qualified medical practitioner, psychologist or counsellor must be provided.

6. Where the student is U18 – the registered provider must receive a written confirmation that the student's parent or legal guardian supports the transfer; and where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also need to confirm that the new provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements.

Reason for cancellation – Moving to another state in Australia

1. Proof of transportation (a flight ticket or a car registration)
2. A letter of offer from the other provider confirming that a valid enrolment offer has been issued at that institution (AQF level should match with the student current highest enrolment)
3. A letter of offer from the new provider must not have more than 8 weeks gap between the cancellation effective date and enrolment commencement date at the new provider institution, and
4. Accommodation arrangements (hotel booking, Airbnb booking, lease agreement, statement from a friend where the student will live with the full address and contact details of the friend)

Reason for cancellation – Moving back to the country of origin

1. One-way flight ticket which confirms that the student leaves Australia within 28 days after the cancellation effective date

Reason for cancellation — New visa

1. New visa grant, or
2. Letter of withdrawal of the Student Visa and active Bridging visa

Failure to present evidence may adversely affect the outcome of the cancellation request.

Upon receipt of the Cancellation form, the Student Services Manager or Admissions Officer must consider the cancellation request and documentation provided and assess all documents to the best of their knowledge and based on their professional judgment. In cases where the cancellation request is rejected by the Student Services Manager or Admissions Officer, the student will be provided with written details of the reasons via email.

If deemed appropriate, the Student Services Manager or Admissions Officer will:

1. Consider the options available to the student to achieve their learning goals, including any support services offered by Greenwich College to assist the student to adjust to study and life in Australia.
2. Consider any supporting documentation provided by the student.
3. Consider the student's educational goals and individual circumstances as per the Genuine Temporary Entrant Statement.
4. Make a recommendation as to whether a transfer would be detrimental to the student or their future studies, wellbeing and/or career objectives.

References

Greenwich College Enrolment form

Student Support Services Policy No. 6

Enrolments Admissions Policy No. 17

Fee Management Policy No. 30

Financial Management Policy No. 24

ASQA Standards for Registered Training Organisations 2015

National Vocational Education and Training Regulator Act 2011

Student Handbook

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