

## Withdrawal and Refund Policy – Local Students

### Applying for a withdrawal from a VET STUDENT LOANS enabled course

Students of MVJ Enterprises Pty Ltd t/as Perth College of Beauty Therapy, YES College who wish to withdraw from a VET STUDENT LOANS enabled course or part of a course (module) must do so in writing to the Operations Manager at YES College, PO BOX W268 Parramatta Westfield NSW 2150 or by email to [operations@yescollege.com.au](mailto:operations@yescollege.com.au). The act of withdrawing automatically implies that the student is requesting a refund. Withdrawals take effect from the date the student provides the notice to YES College using the process stated in this policy.

On receipt of the notification from the student, YES College will confirm the withdrawal with the student, including:

- the date of the students withdrawal, the unit of study, part of a course or whole course from which the student withdrew and the relevant census day
- confirmation as to whether the student has incurred a debt for the unit, part of the course or whole course (noting that no debt may be incurred if the student withdraws prior to the census day)
- advice to the student regarding the special circumstances requirements if applicable to the students circumstances
- information about the refund of upfront payments

### Re-enrolling in a course or part of a course (module)

Students who withdraw from YES College's courses or parts of a course (module) are able to re-enrol with YES College at a later time. To re-enrol the student must request so in writing to the Marketing and Admissions department at YES College, PO BOX W268 Parramatta Westfield NSW 2150 or by email to [operations@yescollege.com.au](mailto:operations@yescollege.com.au).

If a student withdraws from an approved course, or a part of an approved course, YES College will not, after the withdrawal, re-enrol the student without the written permission of the student.

### Withdrawals and Refunds – students who are eligible for VET STUDENT LOANS assistance in VET STUDENT LOANS enabled courses

This section is applicable to students who are Australian citizens, qualifying New Zealand citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET STUDENT LOANS enabled course offered by YES College.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and



- The student will not incur a VET STUDENT LOANS debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET STUDENT LOANS debt.

### **Withdrawal and Refunds – students who are not eligible for VET STUDENT LOANS assistance in VET STUDENT LOANS enabled courses**

This section is applicable to students who are not permanent residents, not qualifying New Zealand citizens or permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study enrolled in a VET STUDENT LOANS enabled course offered by YES College.

In the event of a student withdrawing from VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

#### **Payment of refunds**

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

#### **Special circumstances**

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE HELP Balance*.

### **Withdrawals and Refunds – non VET STUDENT LOANS enabled courses**

If a student withdraws from a non-VET STUDENT LOANS enabled course more than 2 weeks before the course commences, the student will be entitled to a full refund of tuition fees, minus the deposit.

If a student withdraws from a non-VET STUDENT LOANS enabled course less than 2 weeks before the course commences, there will be no refund of the deposit and first modules tuition fees.

If a student withdraws from a non-VET STUDENT LOANS enabled course after the course commences, there will be no refund.

### **Applying for a withdrawal or refund from non VET STUDENT LOANS enabled courses**



Students of MVJ Enterprises Pty Ltd t/as Perth College of Beauty Therapy, YES College who wish to withdraw from a non VET STUDENT LOANS enabled course or part of a course (module) must do so in writing to the Operations Manager at YES College, PO BOX W268 Parramatta Westfield NSW 2150 or by email to [operations@yescollege.com.au](mailto:operations@yescollege.com.au).

Students must complete and submit an Application to Cancel Enrolment Form and where applicable Application for Refund form.

### **Publication**

This refund policy will be made available to students and persons seeking to enrol with YES College by publication on the website: [www.yescollege.com.au](http://www.yescollege.com.au). This refund policy will also form part of enrolment information.