

Procedure Name	CANCELLATION, REFUND & CHANGES to COURSES PROCEDURE
Procedure Number	G014_PR (Governance)
Purpose	This procedure outlines the processes for <i>Cancellation of Enrolment</i> by students and changes to courses by Whitehouse Institute of Design for any courses offered by Whitehouse Pty Ltd trading as Whitehouse of Design, Australia (Whitehouse).
Scope	<p>This procedure applies to all courses, employees and students across all campuses at Whitehouse. This procedure requires actions by the following:</p> <ul style="list-style-type: none"> • Students • Administrative Staff • Marketing Staff • Academic Director
Procedure	<p>Whitehouse Reserves the Right to:</p> <ul style="list-style-type: none"> • Offer, run or withdraw a course • Alter the times or dates for the whole or any part of a course • Renegotiate or merge courses if they fall below the minimum of 6 full-time students in a single class • Offer students a new / alternate course if the qualification has been updated or superseded. <p>If any of these course changes become necessary, students will be advised of the changes and the alternative arrangements which may be available for them to complete their course.</p> <p>Domestic Students</p> <p>If a student wishes to withdraw from a Whitehouse course or subject they need to formally notify student Administration in writing using the Notification to Withdraw or Defer Studies Form. If a student enrolled in any course does not notify Whitehouse of their intention to withdraw in writing, the tuition liability will remain.</p> <p>Students who lodge the Notification to Withdraw or Defer Studies Form to Student Administration in the period between the Administrative Date and the Census Date will be withdrawn from all relevant enrolled subjects. If full withdrawal or deferral, the enrolment cancelled. The student will not incur a FEE- HELP debt for withdrawn subject(s). The student will be refunded any pre-paid tuition fees within four weeks of Whitehouse's confirmation of withdrawal/deferral.</p> <p>Students who lodge the Notification to Withdraw or Defer Studies to Student Administration to withdraw/defer in full or part after the relevant census date will incur the FEE-HELP debt for enrolled subject(s) and/or not qualify for a refund of pre-paid tuition fees. An application can be made to refund the tuition fees or re-credit FEE-HELP balance if the student believes the withdrawal/deferral was due to exceptional circumstances (see Exceptional Circumstances Policy and Procedure).</p>

Students whose enrolment is terminated after the census date for failure to comply with Whitehouse policies including, but not necessarily limited to: withdrawal without notice, unacceptable conduct and unsatisfactory progress will incur the FEE-HELP debt for enrolled subject(s) and/or not qualify for a refund of pre-paid tuition fees. An application can be made to refund the tuition fees or re-credit FEE- HELP balance if the student believes that exceptional circumstances apply (see Exceptional Circumstances Policy and Procedure).

In the unlikely event that the course does not start on the notified starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full (known as 'provider default'), refunds will be paid within 14 days of the provider default. Whitehouse may arrange for another course, or part of a course, to be provided to the student at no extra cost as an alternative to refunding course fees. Where the student agrees to this arrangement, Whitehouse will not be liable to refund the money owed for the original enrolment.

International Student

If a student wishes to withdraw from a Whitehouse course or subject they need to notify student Administration in writing using the Notification to Withdraw or Defer Studies Form. If a student enrolled in any course does not notify Whitehouse of their intention to withdrawal in writing, the tuition liability will remain.

Cancellation Fees

- \$500 or 5% (whichever is less) if Visa is denied
- 10% of the tuition fee for the relevant study period for notice within 14 days before course commencement
- 100% of tuition fee for notice on or after the course/study period administrative date (ie after commencement) - no refund

Refund/Re-Credit

No refund will be granted to an international student whose enrolment is terminated after commencement date for failure to comply with Whitehouse policies including, but not necessarily limited to: withdrawal without notice, unacceptable conduct and unsatisfactory progress or due to cancellation of their visa by Department of Immigration and Border Protection for non-compliance. The appropriate debt recovery actions will be enforced for any outstanding tuition or Whitehouse fees, academic transcripts/qualifications will be withheld until all fees are paid. An application can be made to refund the tuition fees if the student believes that exceptional circumstances apply, (see Exceptional Circumstances Policy and Procedure).

In accordance with the provision of the ESOS Act 2000 and ESOS Regulations, if the course does not start on the notified starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full (known as 'provider default'), refunds will be paid within 14 days of the provider default. Whitehouse may arrange for another course, or part of a course, to be provided to students at no extra cost as an alternative to refunding course fees. Where the student agrees to this arrangement, Whitehouse will not be liable to refund the money owed for the original enrolment

	<p>General</p> <ul style="list-style-type: none"> • Written applications with supporting documentation for withdrawal/deferment in exceptional circumstances, (see Exceptional Circumstances Policy and Procedure) and a request for a refund or Fee Help re-credit must be submitted to the Student Administration Manager. Applications will then be considered on an individual basis, at the discretion of the Executive. • Tuition fees are not transferable to another student or another institution. This procedure and the availability of internal grievance and appeals processes do not remove the right of a student to take action under Australia's Consumer protection laws or to pursue other legal action. • Fees cover tuition and administration costs. Fees may be transferable to another course if exceptional circumstances (see Exceptional Circumstances Policy and Procedure) apply. A request must be made in writing and include documentary evidence to support the claim. Applications will be considered on an individual basis, at the discretion of the Executive Director. <p>Consumables</p> <p>Once an Art Kit or Technical Kit has been issued there is no refund.</p> <p>Cancellation Fee</p> <p>Non-Accredited Workshops and short Courses</p> <p>Prepaid fees are not refundable if a student wishes to withdraw. They may apply in writing to have Prepaid fees transferred to another course prior to the commencement of classes but not once classes have commenced.</p> <p>Non-accredited short courses and workshops are subject to minimum numbers. If minimum numbers are not met, a full refund will apply. Whitehouse will refund fees on cancelled non-accredited short courses and workshops within fourteen days of cancellation.</p> <p>Fees Cover Tuition and Administration Costs</p> <p>Fees may be transferable to another course if exceptional circumstances apply. A request must be made in writing and include documentary evidence to support the claim. Applications will be considered on an individual basis, at the discretion of the Executive Director.</p> <p>Once an Art Kit or materials have been issued there is no refund for the fees charged for Art Kit materials.</p>
<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • 2016 Higher Education Support Act (2003) • Australia Qualifications Framework (AQF) • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Department of Immigration and Border Protection Student Visa Requirements
<p>Key Related Documents</p>	<ul style="list-style-type: none"> • Exceptional Circumstances (re-credit fee help or tuition refund) Policy • Exceptional Circumstances (re-credit fee help or tuition refund) Procedure • Cancellation and Refund Policy (HE)

- Admission Policy (HE)
- Admission Procedure (HE)
- Notification to Withdraw or Defer Subject/Studies
- Student Handbook
- Student enrolment/application forms
- Withdrawal and Deferment Policy Higher Education
- Withdrawal and Deferment Procedure Higher Education
- Incidental Fees Schedule (on Whitehouse website)

Definitions

Administrative Date - The Administrative Date is the last date for completion of the requirement for enrolment or progression and confirmation of payment of pre-paid tuition fees for the relevant Study Period. The Administrative Date is the commencement date

Accredited Course - any accredited program of study offered at Whitehouse including but not limited to higher education degrees, vocational courses and qualifications.

Course Commencement - Course commencement is the published start date of the course, accredited or non- accredited.

Census Date - a census date is the closing date for a student to apply for or withdraw from government approved FEE-HELP assisted course and the date a student incurs a FEE- HELP debt for the subject undertaken. The census date is set by the education provider and can be no earlier than 20% of the way through a subject. VET in Schools courses do not have a 20% census date, for the purposes of Whitehouse the census date is the first date of the study period enrolled in.

Exceptional Circumstances - Exceptional circumstances are those that are considered unusual, uncommon or abnormal- these include:

- Death of a close family member (parent, guardian, sibling, spouse, child)
- Partial or total incapacitation
- Medical or personal circumstances
- Department of Immigration and Border Protection refusing to grant a student visa for study in Australia (international students on student visas only)

Late Withdrawal fee - the Late Withdrawal fee applies to enrolled international students who apply to withdraw/defer their studies in full 14 days of study commencement.

Refund / Re-credit - All applications for a refund or Fee Help re-credit and to withdraw/defer studies, in full or part, must be made in writing, by completing the relevant form and submitting it to Student Administration. For the full schedule of fees refer to the Incidental Fees Schedule on the Whitehouse website.

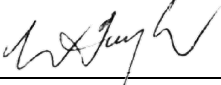
Non-Accredited Workshops and Short Courses - any non- accredited workshop or short course offered by Whitehouse

Notification to Withdraw or Defer - is the Whitehouse formal documentation form used to cancel or defer enrolment and or subject(s) or units of study.

Study Period - a study period is the time scheduled for the delivery of a subject or unit of study, for example one trimester period.

Subject - Subject or a unit of study is the class or subject in which a student is enrolled

Responsible Officer	Executive Director
Approval Authority/ Authorities	Board of Governors
Date Approved	dd/mm/2017
Date of Commencement	01/01/2017
Date for Review	01/01/2019
Documents superseded by this Procedure	018 – Governance: Cancellation and Refund Policy and Procedure November, 2012 015-22P Refund Withdrawal and Deferment
Amendment History	<p>05/2018 Re-branding – Header & Footer only</p> <p>12/2016 Policy and Procedures separated. Updated formatting and minor amendments. Removal of reference to Quality Assurance Framework. Updated Hyperlinks.</p> <p>14/01/2013</p> <p>25/01/2013 Changed policy title Changed formatting and included procedure and policy in one document Minor adjustments and inclusions to policy wording</p> <p>8/04/2014 Changed policy title Minor adjustments and inclusions to policy wording</p> <p>10/04/ 2017 Approved</p> <p>19/10/2017 Change Policy title to include ‘changes to courses’ Addition of dot points under the heading “Whitehouse reserves the right to...” Clearer explanations of Cancellation Fees for Higher Education, VET and International Students. Minor adjustments and inclusions to policy wording Re-wording of definition for administrative date</p>

Signed and dated for Whitehouse Institute Pty Ltd		Leslie Taylor	2/5/19
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Governors Academic Board Executive Management Academic Staff Administration Staff Applicants to HE Programs Students