

International College of Hotel Management

REFUND POLICY- “FEE-HELP” STUDENTS

(There is a separate policy for students not eligible for FEE-HELP or VET FEE-HELP)

1. ICHM INITIATED REFUND

Where a student is not accepted by ICHM, or is not granted a visa to study in Australia, there will be a full refund of moneys paid to ICHM. For the purpose of this section where a student has received a conditional or provisional offer, the student shall be considered to have been accepted.

Where a course is cancelled, the student will receive a full refund of fees paid to ICHM paid within 14 days from the date of cancellation.

2. STUDENT INITIATED REFUND- TUITION

It is a policy of FEE-HELP and VET FEE-HELP that students can withdraw from a unit of study and obtain a full refund of their tuition fees until the Census Date. Please refer to the FEE-HELP and VET FEE-HELP booklets to read the details.

The Census-Date is not less than 20% through the unit of study.

Where a student wishes to withdraw from a unit of study they must advise the principal in writing. The date the letter is received by the Principal is the effective date.

Where the student wishes to withdraw after the Census Date, there will be no refund.

3. STUDENT INITIATED REFUND- NON-TUITION

Where a student wishes to withdraw prior to course commencement, the Accommodation Deposit will not be refunded.

Where a student wishes to withdraw from Regency International House after Course Commencement Date, they must advise the Principal in writing. The date the letter is received by the Principal is the effective date.

A withdrawal received on the date the course commences will receive a 60% refund of the accommodation fees payable for the semester, less any unpaid amount.

After the Course Commencement Date, the refund will reduce by 6% of the total Regency International House accommodation fee for each week commenced or completed. After 10 weeks there will be no refund.

4. PAYMENTS FOR BOOKS, UNIFORMS, ETC

Payments made for books, uniforms etc are refundable until Course Commencement Date. Thereafter no refund will be made.

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5. REFUND DUE TO MISCONDUCT

If a student is suspended or expelled from ICHM there shall be no refund of fees.

6. TUITION REFUND FOR AUSTRALIAN STUDENTS

ICHM is an approved provider for the purposes of FEE-HELP but it is not currently an approved provider for VET-FEE-HELP. Until the VET FEE-HELP approval is received Australian students will be subject to Section 2 above.

7. TIMING OF PAYMENTS

Where a payment to the student is applicable under Student Initiated Refund, ICHM will pay the amount due within 4 weeks of receipt of the written request for a refund.

8. STUDENT APPEALS AGAINST A DECISION RELATED TO REFUNDS

Students who wish to dispute a decision related to the Refund and Policy should do so in writing to the Principal under the *Grievance Policy – Non Academic*

9. GENERAL

This agreement and the availability of complaint and appeal processes do not remove the right of the student to take action under Australia's consumer protection laws.