

STUDENT WITHDRAWAL PROCEDURES AND REFUND POLICY FOR VSL APPROVED COURSES

Demi International | RTO 32542

Definitions

Organisation:

Demi International Beauty Academy Pty Ltd trades as Demi International Beauty Academy.

Student: refers to an eligible student who uses a VET student loan to pay all or part of their tuition fees.

Course: refers to an VSL Approved Course that has been approved for eligible Students to use a VET student loan to pay for all or part of their tuition fees.

Tuition Fees: refers to fees paid for a Course.

Census Day: refers to a published date set by an approved course provider for each fee period that is at least 20% of the way through the fee period.

Regulations and Standards:

VET Student Loan Rules (2016)

National Standards for RTOs (2015)

1. Withdrawal from a Course

A withdrawal of a Student's enrolment in a part of a Course before the Census Day for that part of the Course must be in accordance with this policy.

A Student of Demi International Beauty Academy who wishes to withdraw from a Course must do so by completing a *Withdrawal Form* available on our website: www.demiinternational.edu.au and sending it to Demi International Beauty Academy, 9/31-33 Plaza Parade, Maroochydore Qld 4558 or by email to: admin@demiinternational.edu.au.

Demi International Beauty Academy will not charge any VSL fees for a Student to withdraw or impose any barriers on a Student that seeks to withdraw from a Course or part of a Course.

Where a Student has earlier withdrawn from a part of a Course they may apply to re-enrol in a part of the Course by contacting admin@demiinternational.edu.au.

Where a Student withdraws from a Course, or a part of a Course Demi International Beauty Academy will not, after the withdrawal, enrol the Student in a Course or a part of a Course without the written permission of the Student (which must be given after the withdrawal).

2. Refunds

In the event of a Student withdrawing from part of a Course **before** the Census Day for that part of the Course, the Student will not incur a VET student loan debt for that part of the Course and will receive a refund for any up-front payment of Tuition Fees for that part of the Course.

In the event of a Student withdrawing from a part of the Course **on or after** the Census Day for that part of the Course no refund is applicable, and the Student will incur a VET student loan debt for that part of the Course. A \$500 early exit fee will be charged.

3. Payment of Refunds

Refunds will be paid within 30 days of the Census Day of that part of the Course to which the withdrawal applies.

5. Publication

This *Withdrawal and Refund Policy for VSL Approved Courses* is made available to Students and persons seeking to enrol with Demi International Beauty Academy by publication on the website: www.demiinternational.edu.au.

This refund policy will also form part of enrolment information.

Version Control	Date	Reason for Change	Author
V1 0419	04/2019	Initial Document	Seonaid Boyle
V2 0821	08/2021	Review of Policy – update to for consistency with VSL policies	Robyn Pinel