Refund and Cancellation Policy (VET)

Version Number: 3.3
Effective Date: 29 October 2026
Review Date: 10 February 2027
Approved By: Audit and Risk Committee
Policy Owner: Chief Financial Officer
Policy Area: VET
Audience: Public

1. Purpose

This purpose of this policy is to provide a fair, transparent and equitable refund and cancellation for students enrolled in Vocational Education and Training courses at Stanley College. It also serves as a guide Stanley College staff in managing and assessing refund and cancellation requests.

- Students should read this policy in conjunction with their Letter of Offer and Written Agreement.
- For Higher Education students, please refer to Refund and Cancellation Policy (Higher Education).

2. Scope

This policy applies to all students enrolled in Vocation Education and Training (VET) course including Government Funded programs and to staff responsible for calculating refund and cancellation fees.

3. Key Definitions

Appeal	A request for a decision to be reviewed by an independent area. Appeals can be lodged about academic and non-academic decisions made, including: • student misconduct • refused transfer requests • course progress • student enrolment cancellation.
Australian Consumer Law	A national law guaranteeing consumer rights when buying goods and services to ensure false or misleading information is not provided. Education Services provided by Stanley College is covered by Australian Consumer Law.
Course	Means the Course you are enrolled in as outlined in the signed Letter of Offer and Written Agreement
Course Commencement Date	The date the student commenced the course for the first time, as stated within the student's offer letter.
Course Completion Date	The date the student completed the course requirements, which may conclude at the end of classes, work-based training and/or examinations.
Course Duration	Means the total duration of your course of study including holidays.
Debt Collection Agency	A debt collection agency is a company that assists in the recovery of money owed on unpaid accounts.

Domestic Students	A student who is an Australian citizen, a New Zealand citizen, the holder of an Australian Permanent Resident visa or the holder of an Australian humanitarian visa. A domestic student can include temporary visa holders, whom do not hold a Student Visa issued by DoHA, including 485, 457, student dependents, working holiday and visitor visa holders.
DTWD	Department of Training and Workforce Development, a WA Government Department.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers.
ESOS Act	The *Education Services for Overseas Students Act 2000* of the Commonwealth of Australia.
Full-Fee Paying Students	Students enrolled in a Stanley College course who do not have their tuition fees subsidised by the Australian Government or WA Government.
Funded Course	A course that has been allocated funds by the State Government for Domestic Students to access.
Funded Students	Students who are studying a Funded Course.
International Student	A student studying in Australia on a student visa issued by DoHA. Also referred to as Overseas Students.
Material Fees	Material fees include the cost of Training Materials used in the delivery of Stanley College courses. This includes but is not limited to electronic/printed resources, toolkits, uniforms and consumables.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
Offer Letter	An offer for admission into a Stanley College course. Some offers may include conditions placed on the admission, which may include pre-requisites.
Provider Default	A registered provider defaults, in relation to a course at a location, if: either of the following occurs: • the provider fails to start to provide the course to the student at the location on the agreed starting day; • the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and • the student has not withdrawn before the default day.
Standards for RTOs 2025	The Standards for Registered Training Organisations (RTOs) 2025, which sets out the requirements an RTO must meet when providing Vocational Education Training (VET) courses.
Student Default	A Student Default occurs when: • the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); • the student withdraws from the course at the location (either before or after the agreed starting day); or

	• the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events: ○ the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course; ○ the student breached the Stanley College Code of Conduct (for example, disciplinary reasons and misbehaviour).
Study Period	A period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by Stanley College.
Tuition Fees	Fees payable to Stanley College for undertaking a course
Tuition Protection Service (TPS)	The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.
VET	Vocational Education and Training.
Withdrawal	Cessation of registration in a course or unit, initiated by a student after enrolment.

4. Refund and Cancellation Policy

4.1 Accessibility to information about the Refund and Cancellation Policy

Details on the Refund and Cancellation Policy are available to students, prior to enrolment via the:

- Offer Letter and Written Agreement
- Stanley College website
- Stanley College Student Handbook

Stanley College makes all reasonable efforts to make students aware of their responsibilities, obligations and rights concerning their course and financial arrangements and that they understand what they are agreeing to.

Existing students are notified of any fee changes or course discontinuation that may impact their training and assessment.

4.2 Cancellation and Refund Requests

All requests to cancel an enrolment or request a refund must be made in writing. All refund and cancellation request should be submitted using the Stanley College Course Variation Application Form (CVAF), available from the Stanley College website. Verbal notifications to Stanley College staff or Education Agents are not valid.

The CANCELLATION DATE is defined as the date Stanley College receives the written notice, which includes the student-signed CVAF. This date will be used to calculate any applicable refunds or cancellation fees.

Refund and Cancellations will be calculated in accordance with this policy. Stanley College may review the amount refundable or cancellation fees, where students have demonstrated compelling and

compassionate grounds, the outcome of this review will be communicated to students, as detailed in the Student Complaints and Appeals Policy. The review of refund and cancellation fees will not result in students receiving less than their entitlements under this policy.

4.3 Fee Protection

Stanley College protects the fees that are paid in advance by both domestic and international students. Further details are provided in the Student Fee Policy (VET).

4.3.1 Domestic Students – VET Fee for Service and Funded

Stanley College does not require, or accept, payments for domestic students of more than $1500 in advance. Tuition fees for domestic students are charged monthly.

4.3.2 International Students – VET Fee for Service

All course fees will be held in a separate protected monies account, that are own accessed as students commence their studies, in accordance with the ESOS Act.

Stanley College pays into the Tuition Protection Service, provided by the Australian Government. The International Tuition Protection Service (TPS) Levy in Australia, is underpinned by the Education Services for Overseas Students 2000 (the ESOS Act). The levies are paid by CRICOS providers to the Overseas Students Tuition Fund (OSTF) to protect students if their provider defaults.

Stanley College does not require international students to pay more than 50% of the course fee, up-front.

4.3.3 Domestic Students – VET Student Loans

Stanley College pays into the Tuition Protection Service, provided by the Australian Government. The VET Student Loans (VSL) Tuition Protection Service (TPS) Levy in Australia is supported by the Department of Education. The levies are paid by VSL providers to protect students if their provider defaults.

Students are only required to pay for units they commence and continue past the census date.

4.4 Consumer protection rights

The conditions outlined in this policy do not override any of the student's rights under applicable consumer protection legislation, including but not limited to any statutory cooling-off period.

4.5 Refund for fees paid in advance

Refunds are calculated according to the tables provided in this policy.

4.6 Cancellation fees

Where a course of study is cancelled before the agreed Completion Date, Stanley College will calculate the Cancellation Fee in accordance with the tables provided in this policy.

4.7 Fees and Charges

4.7.1 Tuition Fees

Tuition Fees are the fees payable to Stanley College for undertaking a course. They cover the costs of the delivery of education, training and assessment. The Refund and Cancellation Policy applies to tuition fees only.

Tuition Fees for *Fee for Service* courses, including courses provided to international students are based on the Stanley College fees and intake for the relevant year and are set on a commercial basis and payable as a whole of course fee. Refer to the Student Fee Policy (VET) for details on how Tuition Fees are determined.

Funded Students are invoiced on a unit-based fee and are calculated based on the Department of Training and Workforce Development, VET Fees and Charges Policy of the relevant year. Unit (or subject) based fees are due as the unit commences. Each unit has a 'withdrawal' date detailed in the Enrolment Statement of Fees.

VET Student Loans course fees are based the Stanley College Fees and Intake for the relevant year and are set on a commercial basis and payable as a unit (subject) based fee.

4.7.2 Material Fees

Material Fees cover the costs of materials used by a student during their study, including access to the LMS (Canvas), Student Portal, e-resources, internet etc. This fee is non-refundable after course commencement.

4.7.3 Overseas Student Health Cover (OSHC)

All students visa holding international students are required to have adequate OSHC while they study in Australia. It is the responsibility of the student to ensure to maintain valid OSHC whilst in Australia. International students can purchase OSHC directly from a registered health provider, approved by the Australian Government, or via Stanley College at time of enrolment.

4.7.4 Additional Fees and Charges

Additional fees are as specified in the student's agreement with Stanley College.

Administration:	
Late Payment Fee (charged immediately and subsequently each calendar month)	$100
Enrolment Reinstatement Fee	$250
Lost or Stolen ID Card (without police report)	$15
Re-print of any testamur	$50
Lost course material	Printed booklets $15 (At cost price)
Photocopies black and white	$0.20 per A4 page / single sided $0.30 per A4 page / double sided
Photocopies colour	$2 per A4 page / single sided
Paper (per 500 pages)	$5 Or 10c per page
Academic:	
Academic Dishonesty Administration Fee	$50 per assessment (Charged per assessment, where there has been a confirmed case of Academic Dishonesty)
Late Submission of Assessments	$50 per assessment
Re-Assessments	$50 per assessment (Theory re-assessments)
Re-Assessments	$120 depending on cost to Stanley College (Practical re-assessments)

Re-enrolments		$150 (Per unit, for units of one week or less) $150 per week (Per week, for units of more than one week)	
Chefs Uniforms* (only applicable where items are required in addition to the standard Toolkit)			
Jacket	$59 each	Chef Pants	$59 each
Hat	$24 each	Necktie	$18 each
Apron	$30 each		
Nursing Uniform			
Nursing Uniform Set (1 x pant + 1 x top)		$80	
Stethoscope		$70	

4.7.5 **Other Fees**

Any other fees are as specified in the student's agreement with Stanley College. Fees may change and students will be notified about changes of other fees. For Funded Program students, other fees currently charged are as follows:

- SIT30821 Certificate III in Commercial Cookery / SIT40521 Certificate IV in Kitchen Management:
  - Resource Fee - $200 (Uniform and Consumables – Mandatory purchase from Stanley College)
  - Toolkit Fee - $400 (Chef's Toolkit – Optional purchase from Stanley College)
- HLT54121 Diploma of Nursing:
  - Resource Fee - $1200 (Uniform and Consumables – Mandatory purchase from Stanley College)

Note - Where you have commenced your course and been issued with your uniform and chef's toolkit (optional), Other Fees are not refundable.

4.8 **Refunds and Cancellation Fees**

Refunds are calculated according to the relevant Refund and Cancellation Fee Tables provided below.

4.8.1 **Domestic Students – VET Full Fee-Paying Students**

Table 1 - Refund and Cancellation – Full Fee-Paying Domestic Students			
Full Fee-Paying Domestic Students Fees are payable in monthly instalments (total course fee / course duration [months].			
Reason for Refund/Cancellation	**Notification Period**	**Refund**	**Cancellation Fee**
Student Default	More than 4 weeks before course commences	Full refund less **Cancellation Fee**	$250 Administration Fee
	2 weeks or less before course commences	Full refund less **cancellation fee**	First instalment (month) Fee, not exceeding $1500
	Course commences, 1 month notice required	Pro-rata based on numbers of months studied.	Pro-rata based on numbers of months studied.
Note: Students who wish to cancel their enrolment must provide at least one (1) months' notice. If notice is not provided in advance, the cancellation fee will be calculated based on the number of months studied, plus and additional month to account for the required notice period.			
Student Default occurs when: • The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or • The student withdraws from the course at the location (either before or after the agreed starting day); or • Stanley College refuses to provide, or continue providing, the course to the student because of one or more of the following events: ➢ The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course; ➢ Breach of Stanley College Code of Conduct as outlined in the Student Handbook.			

Provider Default occurs when Stanley College:

- Fails to start/provide the course to the students at the location on the agreed starting date (as detailed in your Offer Letter and Written Agreement);
- The course ceases to be provided to the student at the location at the location at any time after it starts but before it is completed

In the unlikely event of a provider default by Stanley College default, **within 14 days of the default**, Stanley College will:

- Either offer an alternative place at Stanley College's, subject to the student's written acceptance; or
- Refund the unused portion of the prepaid fees.

4.8.2 Domestic Students – VET Funded Program Students

Table 2 – Refund and Cancellation – Funded Program Students
Full Refund
➢ A student withdraws from a course prior to the Course Commencement Date, listed on the Offer Letter and Written Agreement ➢ A student is not given a place due to maximum number of places being reached.
Partial Refund of Unit Fees will be made when:
➢ A student withdraws from the course / unit will be entitled to a refund of any unit fees paid, where the withdrawal is prior to the Withdrawal / Census Date. ➢ A student withdraws from the Diploma of Nursing course, the Resource Fee related to the Lab Consumables, will be refunded for any incomplete terms (the lab consumables are charged at $100 per term completed).
A Full Refund Of Other Fees will be made when:
➢ Before course commencement the Commercial Cookery Uniform / Toolkit before course commencement, or when the uniform / toolkit is returned unused. ➢ Diploma of Nursing Resource Fee (including Uniform, Workbook & Lab consumables) before course commencement, or where the resources are returned unused.

4.8.3 Domestic and International Students – Short Course/Workshop Tuition Fees

Short Course/Workshops Fees are the tuition fees payable to Stanley College for undertaking a short course, courses include:

- Barista Workshop;
- SITHFAB021 Provide responsible service of alcohol;
- HLTAID011 Provide First Aid;

In the case of a cancellation by the student, Stanley College requires at least four working days' notice of cancellation prior to the start date of the course. Refunds may take up to 15 working days to process. No refunds, transfers or credit notes will be issued for withdrawals when less than four working days' notice is given.

4.8.4 International Students – VET Full Fee-Paying Students

Table 4 – Refund and Cancellation – International Students			
Stanley College calculates refunds of fees based on a SEMESTER Fee (20 weeks study period plus 6 weeks holidays = 26 weeks). For courses shorter than a Semester, refunds will be calculated on the Course Fees.			
Reason for Refund / Cancellation	**Notification Period**	**Refund**	**Cancellation Fee**
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less **cancellation administration fee** of $250	$250 cancellation administration fee

Application for visa is unsuccessful	After Semester/Course Commences	Full refund less **Cancellation Fee**	$250 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
Student Default Student does not start the course on the agreed starting day (and does not withdraw) Or Student with a student visa withdraws Or Student is cancelled for non-payment of fees or breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less **cancellation fee**	10% of a semester fee
	More than 4 weeks and up to 10 weeks before semester / course commences	70% of a semester fee	30% of a semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee
	After semester/course commences	No Refund	100% of a semester fee
Note: A student who has **paid** fees for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.			

4.8.5 **Domestic Students – VET Student Loans**

Where a student has chosen to apply for a VET Student Loan (VSL) to pay for some/all of the tuition fees, the student is only required to pay for units they commence and continue past the census date.

Where a student withdraws from their course or is cancelled by Stanley College, the following applies:

- Cancelled/Withdrawn on or Before the Census Date – Students will not incur a VET Student Loan debt for that, or future census debts attached to the course of study.
- Cancelled/Withdrawn After the Census Date - Students will incur a VET Student Loan debt for the unit of study in which they are enrolled and all previous units of the enrolment where the census date has passed.

The VET Student Loans (VSL) Enrolment Guidelines provides further information on course withdrawal, provider cancellation and the re-crediting of FEE-HELP balances. It is available via the following link:

- www.stanleycollege.edu.au/studying-with-us/scholarships-and-financial-assistance/vet-student-loans/

4.9 **General Information – VET Full Fee-Paying Students**

Where a refund is approved by the Chief Financial Officer, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated on the Refund Application Form.

All refunds will be paid in Australian Dollars (AUD), via an Australian Bank Account, as nominated by the student.

No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.

Refund and Cancellation applications WILL NOT be processed where the signature on the CVAF and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Stanley College.

Students will receive a Confirmation of Cancellation letter, which will clearly outline how the Refund and Cancellation Fee were determined Students will receive a clear overview of the refund explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Confirmation of Cancellation Letter clearly outlined how our Refund and Cancellation Policy has been applied.

4.10 Non-Payment of Fees

4.10.1 Overseas Students

An overseas student who fails to pay their fees by the due date, will be issued with a Notice of Intention to Cancel, advising students that they have 20 working days to pay the full overdue amount and/or lodge an appeal with Stanley College.

Stanley College will cancel the student's enrolment, and CoE and notify the Department of Home Affairs via PRISMS if:

- The student fails to pay the overdue balance due; and
- The student chooses not to access the complaints an appeals process within the 20 working days; or
- The students appeals process is unsuccessful

4.10.2 Domestic Students

A student who fails to pay their fees by the due date, will be issued with a Cancellation Warning, advising students that they have 10 working days to pay the full overdue amount and/or lodge an appeal with Stanley College

Stanley College will cancel the student's enrolment if:

- The student fails to pay the overdue balance due; and
- The student chooses not to access the complaints an appeals process within the 10 working days; or
- The student's appeals process is unsuccessful

4.11 Outstanding Fees

Refer to the Debt Management Policy.

5. Roles and Responsibilities

The following staff are responsible for the management of student refunds for domestic students:

- **Finance Officer:** Responsible for processing cancellation and refund requests, verifying payment records, and ensuring timely and accurate calculation of refunds and cancellation fees according to the policy.
- **Accountant:** Oversees the financial accuracy and integrity of refund transactions, reconciles accounts related to refunds, and supports financial reporting and compliance with regulatory requirements.
- **Chief Financial Officer or Financial Controller:** Provides final approval for refund payments, ensures overall compliance with refund and cancellation policy and regulations, and manages financial risk related to refunds and cancellations.

6. Policy Information

Policy Area	VET
Authorised Officer	Chief Financial Officer
Supporting documents, procedures, work guidelines and forms	Student Refund and Cancellation Procedure – Domestic Students (VET) Student Complaints and Appeals Policy Letter of Offer and Written Agreement Course Variation Application Form (CVAF) Refund Application Form Statement of Refunds Confirmation of Cancellation Letter Debt Management Policy and Procedure
Audience	Public

7. Version History

Version	Date	Changes Summary
1	22 January 2020	Original document
1.1	11 August 2021	Addition of section 5.21.3
1.2	13 March 2023	Minor update to ensure the document remains current
2	14 April 2025	Update to grammar and wording, change of responsibilities, reference to separate HE policy, standardised terminology and forms. Removal of superseded short course references and non-refundable items from the refundable section. Alignment of student default in the refund table with the definitions
2.1	28 April 2025	Update to the formatting of sections 5.22.2.1 to 5.22.2.6 to maintain the subsection structure under section 5.22.2.2
2.2	8 October 2025	Update to section 5.31 Update to header and footer to reflect the new logo
3	10 February 2026	Combination of the International and Domestic Policies into one document with a revised title. Archive the separate Refund and Cancellation Policy for Domestic Students. Update to strengthen alignment with the 2025 Standards for RTOs. Update to fee calculation tables for domestic Students (FFS and Funded)
3.1	10 March 2026	Update to DTWD Student Resource/Toolkit fee charges (4.7.5)
3.2	4 September 2026	Update to existing content - Removal of mentions to ELICOS, change from President to CEO
3.3	29 October 2026	Addition of section 7 Removal of reference to credit card surcharges

8. Compliance Monitoring Summary

Annual internal audit of funded Student course fees and charges	August
Annual internal audit cancellation and refunds processed	November

9. Link to Standards

9.1 Standards for RTOs 2025

Compliance Requirements / Credential Policy	Standards
Compliance Requirements	Division 3 (Accountability), including: -18. Prepaid fee protection measures (1a, 3b, 4 a-c)

9.2 Education Services for Overseas Students Act 2000

Sections		
27	Tuition Fees	(1), (2)
28	Obligation for registered providers to maintain account	(1), (2)
29	Obligations in relation to account moneys	(1), (2), (3), (4), (5), (6)