



## THE CENTRE OF EXCELLENCE

### Application for Refund

All applications for refunds must be made in writing on the Refund Application Form SMF20 and forwarded to:

The Chief Executive Officer  
The Centre of Excellence  
126 Yarra Street  
Geelong Victoria 3220.

Applications must be made within 14 days of cancellation/ withdrawal.

### Process of Application and Appeal

In processing the application for refund the following applies:

- Applications for refund will be processed and the applicant will be notified within 7 days of the CEO or nominee receiving the application as to the decision made.
- Where the applicant is not satisfied with the outcome of the decision they may appeal in accordance with the *SMP 9 Student Complaints and Appeals Procedure*

### Cancellation of Courses by The Centre of Excellence

The Centre of Excellence may need to cancel, postpone, or reschedule a course when necessary due to low enrolment numbers or due to extraordinary circumstances. If The Centre of Excellence cancels a course in which a student is enrolled, a full refund of all fees paid, including the administrative fee, will be provided to the student. Up to three weeks may be required to process the refund and provide payment.

### Cancellation of Enrolment (withdrawal from course) by Student

Students who choose to withdraw from the course before completing it are liable to pay all fees owing to the completion of the course in accordance with the FIP5 Payment Plan policy and the conditions agreed to in accordance with the Payment Plan Agreement.

### Compassionate and Compelling Circumstances

If the student can establish that they have withdrawn from the course due to experiencing a compassionate or compelling circumstance (refer to policy SMP31 Compassionate and compelling circumstances) they will be refunded any amount held by The Centre of Excellence for undelivered training, assessment or services.

### Statements of Attainment and Certificates

- Statements of Attainment will be issued to all students on withdrawal or completion of the course but only for those units of competency that are fully paid for will be stated on the Statement of Attainment.
- Certificates and/or letters of completion will only be issued when all fees are fully paid for.

### Definitions

Commencement date - For students studying by distance or through blended delivery modes the course commencement date is considered to be the day that initial payment is received; for all other students the date of the first scheduled class delivered is the commencement date.

Administration Fee - An administration fee is charged for the processing of applications and enrolments to all courses. This fee is generally non-refundable except where The Centre of Excellence cancels the course for which the process of applying and enrolling was to occur.