

REFUND POLICY 2018

Course cancellation

College of Event Management courses are subject to cancellation if minimum numbers are not met. In such cases, students will be offered a place in the next available course or can request a full refund of any pre-paid course fees including any pre-paid deposits.

Withdrawal from a course

- a) Fee paying students (non-VET Student Loans)
 - Students are required to make a formal application to withdraw or request a refund using the *Application to Withdraw Form* and *Refund Request Form* available on the CoEM website.
 - Grounds for a refund could include withdrawal from a course prior to commencement and special circumstances such as serious illness or other matters beyond the student's control which have a serious, adverse effect on the student's ability to complete the course.
 - Documentary evidence and a statutory declaration may be required in support of applications for withdrawal and/or refund due to special circumstances.
 - In some cases, a refund may be granted if a student has a grievance application approved. Please see *Grievance Policy and Procedure* on the CoEM website.

Approval of an application for a refund is at the discretion of College of Event Management.

- b) VET Student Loans students

Eligible students may choose to defer a portion of their course fees to VET Student Loans.

In such cases, the following conditions will apply:

- If a student chooses to withdraw from a course after a census date the relevant proportion of the course fees will be applied inclusive of upfront fees and VSL fees.
- Students are required to make a formal application to withdraw using the *Application to Withdraw Form* available on the CoEM website.
- VSL students are not required to complete a *Refund Request Form* for fees deferred to VET Student Loans
- Please see *VET Student Loans Re-credit* in the policy section of our website for more detailed information on the management of VSL refunds.

Information on the published Census Dates relevant to VSL eligible courses can be found in the [Policies and Procedures](#) section of the CoEM website.

Protection of Student Fees

College of Event Management will not accept payment of tuition fees-in-advance in excess of \$1500 at any one time except in circumstances where tuition fees are paid by an employer on behalf of students under an approved agreement between the parties.

In 2018, continuing VSL student fees are protected by tuition assurance arrangements managed by the Department of Education and Training. For further information please refer to the [Statement of VSL Tuition Assurance](#) on our website.

Summary of refund conditions

Students seeking a refund of course fees must apply in writing in the first instance.

Please email: admissions@coem.edu.au

Deposits paid to confirm enrolment	Non-refundable unless course is cancelled by CoEM
Course cancelled by CoEM prior to start date	Full refund of deposit and pre-paid fees
Student withdraws more than 7 days prior to the course start date	Refund of pre-paid course fees with exception of non-refundable deposit
Student withdraws less than 7 days prior to the agreed course start date	No refund of pre-paid course fees
Student withdraws during a course	Refund subject to determination of application to withdraw and application for refund.
VSL student withdraws prior to census date	No VSL debt is applied to the student's VSL account. No refund on deposit.
VSL student withdraws after census date	Proportional VSL debt is applied to student's VSL account and no refund of pre-paid fees.
Student has special circumstances preventing them from completing the course	Refunds may be granted subject to determination at the discretion of the College.
CoEM is unable to provide completion of the course for which the original enrolment and payment has been made.	See above <i>Protection of Student Fees</i>

NOTE: The College reserves the right to update and amend policies and procedures at any time.