REFUND POLICY

1. POLICY STATEMENT

Empower Institute (EI) is committed to ensuring that fair and equitable policies and procedures are in place regarding payment of any monies to the EI. EI is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the EI including refunds of tuition fees.

2. PURPOSE

This policy has been developed to ensure compliance with standard SNR 22.2 for NVR registered training organisations - regulated by the National VET Regulator; Australian Skills Quality Authority (ASQA) and to document the process for refunds of tuition fees to students where applicable.

3. PROCEDURE

Students of EI who wish to withdraw from a VET unit of study or VET course of study, must do so in writing using the ‘Change of Enrolment, Deferral or Withdrawal Form’ which is available from EI staff or by calling 1800 367 693.

3.1 Refunds - Students Who Are Eligible For VET FEE-HELP Assistance

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) who are enrolled in a Vet Fee-Help enabled course offered by Empower Institute.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

• 100% of any tuition fees paid by the student for that unit will be refunded to the student; and
• the student will not incur a Vet Fee-Help debt

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

• No refund is applicable; and/or
• The student will incur a Vet Fee-Help debt.

3.2 Refunds - Students Who Are Not Eligible for VET FEE-HELP Assistance (Fee for Service)

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a Vet Fee-Help enabled course offered by EI.
In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study;

- 100% of tuition fees paid for that unit will be refunded to the student

In the event of a student withdrawing from a VET unit of study after census date for that unit of study;

- No refund is applicable.

4. PAYMENT OF REFUNDS BY EMPOWER INSTITUTE

In the event of a student withdrawing from a unit of study, any fees paid by the student for that unit of study, will be refunded by EI within 28 days of the census date of the VET unit of study to which the withdrawal applies.

5. SPECIAL CIRCUMSTANCES

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a Vet Fee-Help Balance.

6. PUBLICATION

This refund policy will be made available to students and persons seeking to enrol with EI by publication on the EI website (www.empower.edu.au). This refund policy will also form part of enrolment information.