



Hartwig Air Policy

59 Anderson Drive, Parafield SA 5109
Telephone: 08 8258 4244
Email: admin@hartwigair.com.au
www.hartwigair.com.au

Policy Number	P102
Policy Title	Domestic Student Fee and Refund Policy
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Domestic Student Fee and Refund Policy

This policy applies to all students whether they have paid tuition fees up-front or have sought VET FEE-HELP / Government Funded Assistance.

Where there are any changes to agreed services, the Hartwig Air will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

WITHDRAWAL BEFORE CENSUS DATE

For a student to receive a refund of their tuition fees, they must withdraw on or before the unit Census Date. The Census Date is usually set at 20% of the way through the unit. To withdraw from enrolment in a unit/s of study, the student must:

- Complete the School Withdrawal Form
- Fee receipt (if paid up-front)
- Any School property which is in their possession (e.g. student access card, library books, loaned equipment).

Students who withdraw after the unit Census Date are not entitled to a refund for that unit.

Students who withdraw from a unit of study after the Census Date, may apply to have their VET FEE-HELP / Government Fee Assistance / pre-paid course fees balance re-credited if they believe special circumstances have prevented them from completing the unit.

The student has a right to obtain a refund for services not provided by Bruce Hartwig Flying School in the event the:

- The specific training course is terminated early by the school; or
- The School fails to provide the agreed training course as it ceases to offer the course.

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REFUNDS FOR FEES PAID UPFRONT (PRE-PAID COURSE FEES)

For Students who have self-funded their training and paid semester fees upfront will need to send their request for a refund in writing to the Finance Officer, accounts@hartwigair.com.au

All fees paid in advance for any future unit(s) will be refunded in full unless there is an outstanding balance on the account.

Refunds will only be paid by Electronic Funds Transfer to the person or entity who made the payment to Hartwig Air.

SPECIAL CIRCUMSTANCES - RE-CREDITING

The purpose of this procedure is to:

- Outline how the School will deal with applications by students to review and re-credit their balance; and
- Remove their VET FEE-HELP / Government Fee Assistance if they have withdrawn their enrolment after the census date if they have been unable to complete a unit of study due to "special circumstances".

"Special circumstances" are circumstances that:

- were beyond the student's control;
- did not make their full impact until on or after the census date of the unit of study; and
- made it impracticable for the student to complete their unit of study requirements.

CONSUMERS STATUTORY RIGHTS

Nothing within this policy affects the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.

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RE-CREDITING PROCESS

The student must apply in writing to the School's Quality Assurance Manager, within 12 months of the withdrawal date, or if they did not withdraw, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.

The application for re-crediting a student's VET FEE-HELP / Government Funded Assistance / Pre-paid Course Fees balance must include details of the:

- Unit/s of study for which they are seeking to have their VET FEE-HELP / Government Funded Assistance / Pre-paid Course Fees balance re-credited; and
- An explanation of the special circumstances that the student believes made it impracticable for them to complete those units.

The School will formally consider the application within **15 business days** of its receipt, in accordance with the requirements of Schedule 1A of the Higher Education Support Act 2003. The School will inform the complainant in writing of the decision. This decision is known as the "original decision".

ORIGINAL DECISION REVIEW PROCESS

If the student is not satisfied with the decision made by the School, they may lodge a formal complaint with the school. Please refer to the P101 Complaints, Appeals and Grievances Policy.

SCHOOL CONTACT DETAILS

Post: Quality Assurance Manager / CEO / Review Officer
Hartwig Air
59 Anderson Drive, Parafield Airport
Parafield, SA, 5106

Email: Chief Executive Officer david.blake@hartwigair.com.au
Quality Assurance Manager admin@hartwigair.com.au

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