



# Hartwig Air Policy

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

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## International Student Fees Refund Policy

### PURPOSE

The purpose of this policy is to ensure that International students and staff are fully aware of the way in which International student refunds are managed.

### POLICY

It is the policy of Hartwig Air to have fair and reasonable financial dealings with students and to protect fees paid in advance through membership of the Tuition Assurance Scheme.

It is the policy of Hartwig Air that the financial delegation for Refund of Fees lies solely with the CEO. Refund of Fees cannot be made without the expressed written approval of the CEO.

### SCOPE

This policy applies to all refund of fees for all International students enrolled with Hartwig Air.

### DEFINITIONS

#### Census Date

The census date is the first day of the course start date. The census date for the unit of study is the closing date for a student to apply for enrolment for that unit which is the first day of the course start date. Hartwig Air will set a census date for each unit of study it provides or intends to provide during a year. The period of time during which the unit of study is undertaken will include any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). If an examination period is not required, an examination period will not be included.

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RTO NUMBER 4439 CRICOS NUMBER 02845E ABN 87 132 770 480



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**Prerequisites** - Semesters must be paid in full, 2 weeks prior to commencement date.

**Fees Protection** - Applicable to all fees paid in advance for all students.

**Processing Fees** - A non-refundable Processing Fee of \$500AUD applies to all enrolments.

**Tuition Fees** - Tuition Fees paid in advance are protected through membership of the Tuition Protection Scheme.

## **Materials - Uniforms, Tools/Equipment, Course Notes & Other Consumables**

Costs for Materials such as uniforms, tools/equipment, course notes and other consumables are separate from Tuition Fees. Costs for these items will be dependent upon the qualification undertaken. Please see your student information kit for details.

## **Refund – Fees Paid in Arrears**

Fees paid in arrears are non-refundable.

## **Refund – Fees Paid in Advance**

Refund Withdrawal other than for compassionate or compelling circumstances will result in no refunds.

## **Refused Application to Study in Australia**

Should an application to study in Australia be refused all fees paid in advance to Hartwig Air will be refunded to the payer in full, minus Processing Fees and Agent's fees if applicable. Written notification of withdrawal from the course for this reason should be forwarded to Hartwig Air within **14 business days** of written notification from the Department of Immigration and Australian Citizenship (DIAC) or the Australian High Commission. For verification purposes a copy of the letter from DIAC or the Australian High Commission must accompany the letter of withdrawal.

## **CANCELLATION OF VISA**

If a student withdraws from a qualification due their visa being cancelled on the basis of non-adherence to the visa requirements:

- Processing Fee and Agent's Fees is applicable are non-refundable
- Non-expended materials fees will be refunded
- A cancellation fee equivalent to 12 weeks of study that were scheduled from the date of notification of the visa cancellation will be deducted from fees paid in advance.

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## COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Examples of ‘compassionate or compelling circumstances’ include but are not limited to:

- unexpected severe illness or death of a family member;
- student is involved in custody proceedings for their child;
- student or accompanying family member has an acute medical condition requiring treatment;
- student has been involved in legal proceedings where the timing is beyond the student's control;
- student has been caught up in a natural disaster, political uprising or other similar event (whether the student is in Australia or in another country);
- student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia.

Cancellation of enrolment or withdrawal from course must be supported by appropriate documents, such as medical certificates, a brief statement from the International Student Support Officer or police reports. If the student fails to provide appropriate supporting documents and is not attending or has not commenced the course, Hartwig Air must inform DIAC that the student has ceased or not commenced their studies. Their CoE will be cancelled and their Student Visa will be subject to cancellation.

Should Compassionate or Compelling Circumstances be accepted by the School, all non-expended tuition and materials fees paid in advance will be refunded, minus the non-refundable Processing Fee and Agent's Fees. This excludes the current semester.

## OTHER REASON

Cancellation or withdrawal from a qualification for any reason other than Refused Application to Study in Australia, Compassionate or Compelling Circumstances or Cancellation of Visa must be made in writing at least **4 weeks prior to commencement date**.

## CANCEL OR WITHDRAW

If an application for cancel or withdrawal is received within the required notice period (4 weeks prior to commencement of the course), all tuition and material fees paid in advance will be refunded minus the non-refundable Processing Fee and any applicable Agent's Fees.

If an application for cancellation/withdrawal is received less than 4 weeks prior to commencement: 50% of the tuition and material fees paid in advance will be refunded minus the non-refundable Processing Fee and any applicable Agents Fees.

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## HARTWIG AIR CANCELLATION

Should a course be cancelled by Hartwig Air, all tuition, materials and enrolment/administration fees paid in advance will be refunded within 14 business days of course cancellation.

## CANCEL/WITHDRAW 1 UNIT, SEMESTER OR QUALIFICATION OF STUDY

Where an International Student cancels or withdraws from a qualification, unit or semester, the terms of Cancel/Withdraw above will apply for the unit(s) currently being undertaken.

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

## REFUND PAYMENTS

1. Refunds will only be made after the fees have been cleared through Hartwig Air's bank account.
2. Refunds will only be paid by Electronic Funds Transfer to the person or entity who made the payment to Hartwig Air.

## CALCULATION OF COURSE COSTS

All course costs are calculated by direct "student contact hours" and has no bearing on length of program in terms of training weeks.

Material costs are fixed for the individual item and are not related to student contact hours or length of program in terms of training weeks.

## GRIEVANCE, COMPLAINTS & APPEALS

Hartwig Air has a Grievance, Complaints Policy and an Appeals Policy that provides students with the opportunity to have a Fee Refund decision appealed and/or to make a complaint about the process or outcome.

Please refer to P101 Grievance, Complaint and Appeals Policy for detailed information in relation to making an appeal or complaint. The latest version of this policy is available on the School website [www.hartwigair.com.au/policies](http://www.hartwigair.com.au/policies).

## RIGHTS UNDER AUSTRALIAN CONSUMER PROTECTION LAWS

Please note that this policy, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

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## RESPONSIBILITY

### Students

It is the responsibility of students to ensure that they meet the requirements of this policy.

### Hartwig Air Staff

It is the responsibility of Hartwig Air staff to ensure that students are treated in a fair and reasonable manner in regard to all financial dealings.

It is the responsibility of Hartwig Air staff to ensure that Fee Refunds are made only with and after specific written approval from the CEO has been provided.

### CEO

It is the responsibility of the CEO to ensure that student fees paid in advance are protected.

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