



REFUND POLICY

Policy Statement

Selmar Education Institute is committed to the fair and transparent application of fees and charges, including the processing of refunds. Domestic and international students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment.

This policy outlines the circumstances in which a domestic student may receive a full or partial refund of their tuition fees.

Scope

This policy applies to the refund of fees paid for the delivery of courses to local students. Refunds may be provided to students, their employers or any other agency which has paid the course fee on behalf of a student.

Definitions

Tuition Fee – The tuition fee for the delivery of the training.

Materials fee – A charge to cover the cost of manuals or other materials required by the student for a specific course. These items remain the property of the student.

POLICY - FULL TUITION FEE REFUNDS

Selmar cancels a course

Where Selmar cancels a course, a full refund including tuition fee and any materials fee will be offered. Selmar will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may request a full refund instead. The materials must be returned in a re-sellable condition to receive a refund of the materials fee.

Withdrawal prior to commencements

Where a Victorian Government funded student withdraws from a course prior to the course commencement date, a full refund of the tuition fee will be provided.

Where a non-government funded student withdraws from a course with 7 days notice prior to the course commencement date, a full refund of the tuition fee will be provided.

PARTIAL REFUNDS

Withdrawal Prior to course commencement

Where a non-government funded student withdraws from a course less than 1 week before course commencement they will receive a 90% refund of course fees.

Withdrawal after course commencement

All students who withdraw within 4 weeks of course commencement will receive a 60% refund of tuition fees.

No Refund

Students who withdraw after 4 weeks of commencement will not be eligible for a refund.

Where a student's enrolment is cancelled by Selmar Education Institute due to a breach of the Discipline Policy (SMP 21) no refund will be provided. A student has the right to appeal the decision to cancel enrolment due to a breach of the Discipline Policy

Notification of withdrawal and requests for refunds

Withdrawals must be requested in writing on an Enrolment Variation Form.

Exceptional Circumstances

In exceptional circumstances the Head of Department may authorise a partial refund of the tuition fee for a student who withdraws 4 weeks after the course commencement date. The proportion of fees to be refunded will be at the discretion of the Head of Department and take into consideration how much of the course the student has completed.

Exceptional circumstances are defined as those where due to illness or injury a student is unable to continue their studies and would not reasonably be able to continue after a 6 month deferment.

Refund of Materials Fees

Materials fees may be refunded at the discretion of the Head of Department where a student cancels before, or within 4 weeks of course commencement. The materials must be returned in re-saleable condition and the Head of Department will determine whether there is a possibility of re-selling them to another student before offering a refund

DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY

Definition

Deferral – postponement prior to commencement of course.

Suspension - temporary postponement of enrolment during course.

Cancellation - Cessation of enrolment in course.

Compassionate or compelling circumstances

- Generally those circumstances beyond the control of the student that could have an impact on the student's capacity and/or ability to progress through a course. These could include:
- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies.
- A traumatic experience which could include but is not limited to:
- Involvement in or witnessing of an accident or
- · A crime committed against the student or
- SELMAR Institute of Education being unable to offer a pre-requisite unit resulting in a longer than expected completion date.

Extenuating Circumstances – 'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing:
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence

Selmar initiated Suspension or Cancellation Suspensions

Selmar Education Institute can suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in the Discipline &
 Termination of Studies Policy SMP21
- As part of an intervention strategy for unsatisfactory
- In compassionate and compelling circumstances

The length of time a student can have their enrolment suspended at the initiation of the Institute is at the discretion of the Head of Campus. A student's enrolment cannot be suspended for more than one term (10 weeks) without re-assessing the circumstances that led to the suspension to determine if they are still applicable.

Cancellations

Selmar Education Institute may cancel a student's enrolment in the following instances:

- \bullet Student demonstrates serious misconduct as outlined in the Discipline & Termination of Studies Policy SMP21
- Erratic course progress, for example, consistent unsatisfactory course progress or continuous absence from scheduled course hours.
- In the case of Government Funded students
- $\boldsymbol{-}$ failure to show ongoing monthly engagement in units of study.
- Non payment of outstanding fees
- Failure to return to study after the end of an approved suspension period.

Student initiated Deferral, Suspension or Cancellation

Deferral

International & domestic students may defer prior to

commencement of a course in the following limited circumstances:

1. on the grounds of compassionate or compelling circumstances (at the discretion of the Institute)

2. a delay in obtaining a student visa (International students)

Students must request a deferral of the commencement of their course prior to the course commencing. The request must be made in writing to the Administration Department on an Enrolment Variation Form (SMF11).

The length of time a student may have their enrolment deferred is at the discretion of the Head of Campus but may not exceed 6 months. In the case of International students, once the deferral is processed the student will receive a Confirmation of Enrolment letter and a new Student Agreement (SMF 3) to reflect the new commencement. Deferral does not entitle the student to a refund.

Suspension

Once a course has commenced, students may request a suspension of their enrolment on the grounds of compelling or compassionate circumstances. Students must submit a Course Variation Form (SMF11) to the Administration Department with documentation attached to support their claim of compelling or compassionate circumstances. The granting of a suspension of enrolment is at the discretion of the Institute.

The length of time a student may have their enrolment suspended is at the discretion of the Head of Campus and will depend on the individual circumstances. Suspensions of more than 3 months will not be granted without a re-assessment of the circumstances.

Suspension does not entitle the student to a refund. Students who fail to return to study at the end of an approved suspension period may have their enrolment cancelled.

Cancellation

All students wishing to cancel their enrolment must apply in writing to the Administration Department on a Course Variation Form (SMF11).

International students who wish to cancel enrolment in their course must obtain approval from Selmar Education Institute of Education.

If the student requests a refund, the Refund Policy – International (SMP3) or Domestic (SMP4) will apply.

For international students, once the deferral or cancellation is processed, the nominated Administration Department staff member will notify DEEWR via PRISMS

Assessing and recording student requests to defer or suspend.

The Head of Campus is responsible for approving student initiated deferrals and suspension.

In assessing the request the Head of Operations and

- the evidence provided by the student to demonstrate compelling or compassionate circumstances
- the impact these circumstances may have on the ability of the student to continue with their studies
- the impact these circumstance may have on the ability of the student to complete the course within the expected duration of study specified on the CoE. (International students)

the duration of the suspension requested

• support options available to the student (e.g. counselling, temporary reduction in course load, specialised trainer to attend workplace something along the lines of distance learner options)

Students will be advised in writing of the outcome of their request for a deferral or suspension. If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process.

All documentation relating to the assessment and outcome of student deferral, suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application must be recorded on the Student Management Database

Students are advised to retain their original documents (eg. medical certificates, police

Statements) for their own records and submit copies with applications for deferment, suspension or cancellation. Selmar Education Institute may ask to see the original documents.

Completion within course duration

Students have a maximum of 6 weeks after the completion of all classes and work-placements to submit required assessments. After 6 weeks the student's enrolment will be closed and they will be withdrawn from incomplete units. Students who require an extension of study time must request this in writing from their trainer before the 6 week completion time has passed. Request for study extensions should explain the reason the extension is required and the timeline for completing outstanding units. The trainer will determine whether or not to grant an extension, and for how long, based on the student's academic performance and the information outlined in the request for an extension.

Students who are dissatisfied with a trainer's decision regarding a request for an extension have 20 working days to access the Selmar's internal complaints and appeals process.

Appealing a deferral, suspension or cancellation decision.

In cases where cancellation or suspension of the student's enrolment is initiated by the Institute, students will be notified in writing of the reason for the cancellation or suspension and given 20 working days to access the Institute's internal complaints and appeals process unless 'Extenuating Circumstances' relating to the welfare of the student exist.

If 'Extenuating Circumstances' exist the cancellation suspension can be implemented prior to the 20 days appeal period passing.

Appeals will be dealt with expeditiously to minimise any disadvantage to the student in the event that their appeal is upheld. Students are not permitted to return to class until the process has been finalised. However, at the discretion of the Head of Operations and Administration, students may be provided with course material and contact with a trainer to enable them to continue their studies off-campus during the appeal process. In the case of International students, the change in enrolment status will not be reported to DEEWR until the internal appeals process is completed unless 'Extenuating Circumstances'' relating to the welfare of the student apply. Once the deferral, suspension or cancellation is processed, the Institute will notify DEEWR via PRISMS.





Course:
Campus: □ Distance: □ Workplace: □
Duration: Tuition Fee: \$
Course Offer:
Personal Details: Please Print Clearly
Title: Legal Given Name/s: Legal Surname:
Preferred Name:
Male:
Contact No. Home: () Mobile:
Email:
Emergency Contact Name : Contact No :
Residential Address And Postal Address Address:
Suburb: State: Postcode:
My residential and postal address are the same?
Postal Address:
If You Do Not Have A VSN Please Complete The Following Questions:
Victorian Student Number: Enter your Victorian Student Number (VSN):
Adult and Community Education provider in Victoria since 2011?
 No I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011 Yes I have attended a Vicrorian school since 2009.
The most recent school attended:
and/or:
☐ Yes I have participated in training at a TAFE or other organisation since the beginning of 2011. List the most recent training organisations with which you have participated in training in Victoria since 2011 (list up to 3 training oranisations)
Unique Student Identifier Number
It is a Government requirement for all students who undertake nationally recognised training in Australia from 1 January 2015 to have a Unique Student Identifier Number (USI). You can apply for a USI yourself by visiting http://usi.gov.au/create-your-USI/Pages/default.aspx and follow the prompts. Then provide the number to Selmar Institute of Education on this form or Selmar Institute of Education can apply on your behalf if you complete and sign this form and supply the required identification. For more information on USI's visit http://www.usi.gov.au
Enter your Unique Student Identifier (USI)
If Yes, Please indicate which form of I.D you are providing? You only need to provide 1
□ Drivers licence □ Australian Birth certificate
☐ Medicare card ☐ Certificate of registration by descent
☐ Australian passport ID page ☐ Citizenship certificate
How would you like to be notified of your USI? Please select 1 only. ☐ Email ☐ Mobile phone ☐ Mail



Student name:

Tick the one that best describes your main	n reason	for studying this course			
□ To get a job	☐ For personal interest or self	development	☐ To try for a different career		
☐ To develop my existing business	☐ It was a requirement of my	job	☐ Other reasons		
\square I wanted extra skills for my job		☐ To get into another course	ofstudy		
☐ To start my own business		☐ To get a better job or prome	otion		
Employer details					
Company:		Industry:			
Your Position :		Address			
Contact No: Work: ()		Fax:()			
Employer Email :		Supervisor Name:			
Labor force status					
☐ Employed - unpaid worker in family busir	ness	☐ Not employed - no	t seeking emp	oloyment	
□ Employer		☐ Unemployed - seel	king full time v	vork	
☐ Full time Employee		☐ Part time Employee			
☐ Self Employed		☐ Unemployed - seel	king part time	work	
Client Occupation Identifier					
f employed, which of the following classification	ations BE	ST describes your current or rec	ent occupation	on? PLEASE TICK ONLY ONE ✓	
□ 1 - Managers		2 - Professionals			
□ 3 -Technicians and Trade Workers		4 - Community and Personal Se	ervice Workers		
□ 5 - Clerical and Administrative Workers □ 6 - Sales Workers □ 7 - Machinery Operators and Drivers □ 8 - Labourers					
_ , radiming operators and brivers	_	o Lagourois			
Client Industry of Employment					
f employed, which of the following classification	ations BE	ST describes the Industry of you	ur current or p	revious Employer? PLEASE TICK ONLY ONE ✓	
□ A - Agriculture		☐ B - Mining		☐ C - Manufacturing	
☐ D - Electricity, Gas, Water and Waste service	e	☐ E - Construction		☐ F - Wholesale Trade	
□ G - Retail Trade		☐ H - Accommodation and Fe		□I - Transport, Postal and Warehousing	
☐ J - Information		☐ K - Financial and Insurance		L - Rental, Hiring and Real Estate Services	
☐ M - Professional, Scientific and Technical S	services	□ N - Administrative and Sup		O - Public Administration and Safety	
☐ P-Education and Training ☐ S - Other Services		☐ Q - Health and Social Assist	tance	R - Arts and Recreation Services	
2 o Guilei Services					
Secondary school details:					
Are you still at school?	☐ Yes	□ No			
Highest school level completed:	-			. 19	
☐ Did not go to school		pleted Year 9 or equivalent		eted Year 11	
☐ Completed Year 8 or below	☐ Com	pleted Year 10	☐ Comple	eted Year 12	
n which year did you complete this?					
At which school did you complete this?					
Country of hirth:					
Country of birth:					
Country of Birth Australia D Other: F	Please Spe	ecify	Please Spe	cify Town / City of Birth	
Are you a permanent resident? Yes	□ No				



Student name:

Previous qu	alifications achieved?	☐ Yes	□ No			
If Yes, please t	ick one of these Prior Educati	on Achievement Re	cognition Ident	ifiers for highest qualification	n level.	
	A - AUSTRALIAN	E- AUSTRALIAN E	QUIVALENT	I - INTERNATIONAL		
* Note If you h 1. A - Australi	ave multiple Prior Education A an 2. E - Australian equi		ition Identifiers ternational	for any one qualification, use	the following priority order.	
A E	Bachelor Degree or h Advanced Diploma C Diploma Level or (As Certificate IV (or Adv Certificate III (or Trace Certificate I Certificate I Certificate I Certificate I Certificate Sother the	or Associate Degre sociate Diploma) anced Certificate/ le Certificate)	ee Level			
Language sp	oken at home:					
☐ English	☐ Other Please Sp	pecify:				
How well do y	ou speak English?	□ Very Well	□ Well	□ Not Well	☐ Not at all	
Disability: Have disabilit Acquired E Hearing /	- Brain Impairment Deaf	□ No □ Learning □ Medical Condit □ Mental Illness	ion	☐ Physical☐ Vision☐ Unspecified		
	s tatus: Aboriginal nor Torres Strait Isla rait Islander		poriginal poriginal and To	orres Strait Islander		
SELMAR OF	FICE USE ONLY:					
Invoice to:	Student	oyer □ Post	al Address			_
Preferred AAC:						
Is this student	eligible for funding Yes	□ No Funding	Source Code:	P L NGP N	NGL ASP ASL WTP WTL NSP NSL	
Does this stude	ent have concession? D Ye	s □ No Con	cession Type :	HC P V	S A/TSI	
Acc/prog mar	nager use only:					_
Course Comme	encement Date: /	/ ^cc/Pr	og. Manager N	amo:		
namet.		ACC/PI	og.manayen N	urre.		



Student name:

How would you like to Pay? Now? Or later? YOU decide!

Tuition Fee	\$											
Please tick	Would y	ou prefe	r one up fron	t payment?	D D	eposit plus	weekly	direct d	ebits?	Mi	n \$50 per w	eek
Deposit	\$		Date	1	1							
Debit Schedu	ıle						Ш	Bank Acc	ont		redit Card	
Commencing [Date:	/ /	Please	Debit AUD				Up front p	ayment		Weekly p	aymen
Bank Details												
Bank Name:					Branch:							
Account Name (s	s):											
Account No.						BSB No.			_			
Credit Card D	etails											
Card Type:	Maste	Card	Visa 🗆									
Card No.		· I										
Secruity code or	CVV.			Expiriat	ion Date:							
Authorisation	1											
Full Name:						Date:						
Signature:												
Notes												

We will send you an invoice once you have enroled!



FEES AND CHARGES

Total Tuition Fee is indicated on Page 1

Additional copies of Certificates / Statements of Attainment - \$20. Marking of assessments handed in more than 6 weeks after course conclusion - \$50 per unit.

DURATION OF COURSE

Students have a maximum of 6 weeks after the last class or the conclusion of work placements to submit all assessment tasks. After 6 weeks the student's enrolment will be closed and the student will be withdrawn from incomplete units. A \$50 fee will be charged per unit to assess units after this date.

Students who require an extension of study time must request this in writing from their trainer before the 6 week completion time has passed. Refer to the Deferral, Suspension and cancellation of enrolment policy for me information.

Additional requirements for Distance Students

Students completing courses by distance are required to be in contact with their trainer on a monthly basis so SELMAR can provide adequate support and monitoring of progress. Regular contact with the trainer is a condition of government funding. Failure to maintain monthly contact with the trainer may result in the enrolment being suspended until regular contact is resumed. Victorian Government funded students must reside in Victoria to remain eligible for funding.

PRIVACY STATEMENT

I understand that SELMAR Institute of Education is required to provide the Victorian Government, through The Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at www.education.vic.gov.au/ training providers/rto/pages/datacollection.aspx). The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, The Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

The Education and Training Reform Act 2006 requires Selmar Institute of Education to collect and disclose my personal information for a number of purposes including the allocation to me of a Victorian Student Number and updating my personal information on the Victorian Student Register. I understand that in line with Student Identifiers Act 2014 that I must obtain a USI and that all personal information collected through the Unique Student Identifier (USI) number will be securely stored by Selmar Institute of Education and that the Department of Industry may disclose this information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

For more information in relation to how student information may be used or disclosed please contact SELMAR Institute of Education on 03 9516 6600 or

info@selmar.edu.au

At the conclusion of your course, you may be sent a National Student Outcomes Survey by the National Centre for Vocational Education and Research (NCVER) and/or be invited to participate in a Department endorsed project and/or be contacted by the Victorian

Skills Commission (or persons authorised by the Commission) for audit purposes.

PHOTO CONSENT

SELMAR occasionally takes photos of students participating in classes for publicity purposes. These photos may be displayed on our website. The names and details of the people in the photos are not released or published. Staff will always identify when they are taking photos so students who don't wish to have their photo taken can be excluded from the photo. If at any time your photo is

published on the website and you would like it removed we will do so within 24 hours of receiving a written request to remove it.

Do you consent to the use of your photo under these conditions?

es 🗖

If you indicated NO please ensure you advise the staff member at the time the photo is being taken to ensure you are excluded from the from the photo.

Direct Debit Request Service Agreement

1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account.

1.2 We will arrange for your financial institution to debit your account in accordance with your instructions given to us in the Payment Authorisation section. If, however, a debit payment is due on a day:

(a) which is not contained in a particular month; or (b) which is not a business day,

then the debit payment will be made on the last day of that month or on the preceding business day respectively. If you are uncertain as to when a debit payment will be processed, you should contact your financial institution for assistance.

2. Changes by us

We may vary any details of this agreement or the direct debit request at any time (including cancelling it). We will give you notice in writing of any such change at least fourteen (14) days before the change takes effect.

3. Changes by you

You may request to stop or defer a debit payment or alter, suspend or cancel the direct debit request at any time.

4. Your Obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;
(b) you may also incur fees or charges imposed or incurred

by us.

(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

(D) additional payments may be added to your payment schedule to cover any debit payment declined due to insufficient funds

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 If we are liable to pay goods and services tax ("GST") on a supply made by us in connection with this agreement, then you agree to pay us on demand an amount equal to the consideration payable of the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us immediately.

5.2 We will investigate and deal promptly and in good faith with any such query, claim or complaint. If your query, claim or complaint cannot be resolved to your satisfaction in that call, we will inform you at that time of the length of time which we estimate the investigation will take.

5.3 If we conclude as a result of our investigations that your account has been incorrectly debited we will adjust your account (including interest and charges) accordingly by directly crediting your account or sending you a refund chaque at our discretion.

We will also notify you of the adjustment either orally or in writing.
5.4 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
5.5 Any queries you may have about an error made in debiting your

account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

6.1 You should check:

(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;

(b) that your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) with your financial institution if you are uncertain about either of the above matters before completing the direct debit request.

7. Confidentiality

7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

(a) to the extent specifically required or authorised by law; or
(b) for the purposes of this agreement (including disclosing information in connection with any query or claim); or

(c) with your implied or express consent

STUDENT DECLARATION

In signing the SELMAR Institute of Education Enrolment Form

- I declare that the information contained in this application is to the best of my knowledge true, correct and complete at the time of my application.
- I acknowledge that providing any false information and/or failing to disclose any information relevant to my application for enrolment and/or failure to complete an application/ enrolment form may result in the withdrawal of any offer, particularly as it relates to my eligibility to obtain an offer for government subsided training, and/or cancellation of enrolment at the discretion of SELMAR.
- I understand that it is my responsibility to provide all relevant and required documentation.
- I authorise SELMAR to check all available records to confirm that information provided is correct, particularly information pertaining to my eligibility for the Victorian Training Guarantee.
- I am aware of the conditions that relate to my admission and agree to pay all fees for which I am liable.
- I can view the full, current Policies and Procedures online at: www.selmar.edu.au/student-resources and I can contact SELMAR Institute of Education to request a paper copy be sent to me and have been made aware of the following policies: Refund Policy, Deferral, Suspension & Cancellation of Enrolment Policy
- I confirm that I have read and understood the terms and conditions of enrolment and agree to be bound by them.

Name:								
Date:	1	/						
Signed:								



3 Wellington Street, St Kilda Vic 3182 fax: 03 9521 1447 email: info@selmar.edu.au

www.selmar.edu.au call 1800 789 096

 $Selmar\ Education\ Institute\ is\ an\ Award\ Winning\ Registered\ Training\ Organisation\ (RTO).$ We are registered with ASQA to issue national qualifications. RTO No: 121531\ ACN No: 111\ 455\ 451.

 $\textbf{Selmar Education Institue - Enrolment Form} \quad \forall 35.0\ 05032015\ \textcircled{@}\ Selmar\ Holdings\ Pty\ Ltd$