

INTRODUCTION

This policy outlines the fee refund policy and procedure for non-international students who enrol in courses offered by The Management Edge (TME).

PURPOSE

The purpose of this policy is to:

1. Guarantee the refund of course fees in the event of postponement or cancellation of a course by TME.
2. Establish guidelines for the full or partial recovery of fees by a student who wishes to cancel or postpone their enrolment or to obtain a refund in the event of partial completion of a course.

POLICY

We will charge fees at a level and a rate that ensures no student owes more than \$1,500 for future course costs at any one time. We will treat all students fairly and equitably in relation to refunding fees paid in advance.

PROCEDURE

1. No fees will be invoiced earlier than two months in advance of scheduled course commencement.
2. The Management Edge will refund all payments made by a student if the course is cancelled prior to commencement, or course commencement is postponed by more than two months, unless alternative arrangements are made that are acceptable to the student.
3. Refunds (less a \$50 administration fee in each case) are payable at the below rates to students who request to withdraw from a course;

Time Frame in relation to Course Commencement Date (CCD)	Percent Refund
At least two weeks before scheduled CCD	100%
Between one and two weeks before CCD	75%
Within one week of CCD	50%
Within 4 weeks after CCD	25%
Later than 4 weeks after CCD	zero

4. If a student is in a situation where they need to apply for withdrawal, they must do so in writing using the form available from the TME Admin Office.
5. Students may be given special consideration while applying for a refund if they can prove personal circumstances beyond student control. Such applications must be directed to The RTO Manager and be supported by evidence.