

Student fees and refunds

Belgravia Academy agree to supply the full training and assessment services paid for. Paid course fees do not guarantee the student will successfully complete the course they have enrolled in.

Fees are levied on all courses, details of which are contained in the course information. Where students are required to supply materials or equipment for their course, the resources will be outlined in the student information provided prior to enrolment. Some courses may have additional licencing fees which will also be outlined to the student.

All Training Programs

How and when fees must be paid:

At the time of confirmation of booking/ enrolment into a skill set or unit of competency (short courses), a student is required to pay the full course fee.

In the case of enrolment into a qualification, a deposit of \$1,500 is payable with the remainder paid over a period of time scheduled by Belgravia Academy. Belgravia Academy cannot accept prepaid fees from individual students more than a total of \$1,500.

Students who may suffer financial hardship may be approved for a payment plan (qualifications only). This is at the discretion of Belgravia Academy's CEO.

Students may also have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family, or personal matters. Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable. The decision of assessing if a refund is payable due to the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation.

How to request a refund:

Notification of cancellation/withdrawal from unit/s of competency, withdrawal, or deferral from a course of study must be made in writing to Belgravia Academy by completing the Refund Request Form. No refunds will be returned without submission of this form.

Additional information relating to all programs

- Refunds are made in accordance with this policy and approved refunds owed to students will be made within 28 working days.
- Should Belgravia Academy cease their training operations for reasons such as closure of business, voluntarily withdrawing their scope of registration or because of action taken by the Australian Skills Quality Authority (ASQA), refund calculations will be based on the total tuition fees less the percentage of unspent course fees that will be calculated based on services already provided up to the cancellation date.
- Tuition fees are not transferable to another person or institution.
- Refunds will only be paid to the person that enrolls for the training with Belgravia Academy unless Belgravia Academy receives written direction to pay the refund to somebody else.
- Students will always be encouraged to transfer to an alternative time and date, so no fee penalties are incurred.
- Belgravia Academy reserves the right to withhold granting a Certificate (or Statement of Attainment) attained if fees remain outstanding.

Refunds for Short Courses

1.1 Conditions under which a refund would be provided:

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 1.1.1 Students who give notice to cancel their enrolment more than one week (7 days) prior to the commencement of a program, if unable to transfer to another course, they will be entitled to a refund of course fees paid with an administration fee of 20% of total fees paid retained by Belgravia Academy.
- 1.1.2 Students who give notice to cancel less than 7 days prior to the agreed start date of a program will forfeit all fees paid if they are unable to transfer to another course.

Refunds for Qualifications

2.1 Conditions under which a refund would be provided:

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 2.1.1 Students who give notice to cancel their enrolment more than 28 days prior to the commencement of training, if unable to transfer to another course, will be entitled to a refund of course fees paid with an administration fee of 20% of total fees retained by Belgravia Academy. "Commencement of training" is when the student is enrolled in the qualification's first unit of competency.
- 2.1.2 Students who give notice to cancel 14 - 27 days prior to the start date of a program will forfeit 40% of fees paid if they are unable to transfer to another course.
- 2.1.3 Students who give notice to cancel less than 14 days prior to the agreed start date of a program will forfeit all fees paid.

Refunds for both Short Courses and Qualifications

3.1 Conditions under which a refund would not be provided:

In the case of cancellation/withdrawal, the following will apply:

- 3.1.1 No refund of fees - where a student did not start the course on the agreed day, or the student has arrived late and been denied entry by the trainer.
- 3.1.2 No refund of course fees - where Belgravia Academy terminates the student's enrolment or ejects a student from training because of a failure to comply with Belgravia Academy's Students Code of Conduct.
- 3.1.3 No refund of course fees - where the student does not meet the entry requirements of the course and a notice of non-eligibility was not provided to administration staff.
- 3.1.4 No refund of course fees - where a student is unable to proceed with training due to language, literacy, or numeracy (LLN) barriers where they have not been declared at time of enrolment.
- 3.1.5 Students who cancel their enrolment on or after an agreed start date will forfeit all fees paid.
- 3.1.6 If a refund has been approved, it will be processed within one month of cancellation.

Additional information relating to Belgravia Entity Employees

Where a student is employed with a Belgravia entity the above policies still apply for enrolments in Belgravia Academy. Also note the following specific to our Short Course enrolments:

- Belgravia venues, and not the student directly, will be invoiced for the enrolment.
- Belgravia Academy invoices for enrolments and not for attendance.
- Belgravia Academy provides a discounted rate for Belgravia employees enrolled prior to the course date.

Regarding cancellations:

- Where a student enrolment is cancelled with 14 days or more notice from the course scheduled date, the venue may select to have a refund or fee credit.
- Where a student enrolment is cancelled from 7 – 14 days' notice from the course scheduled date, a fee credit will be applied only where the student cannot transfer to a different course date.
- Fee credits will be applied for the same program and to the same venue cost centre. e.g, A First Aid fee credit will only be applied for a First Aid enrolment paid by the same venue. It will not be applied against a CPR or Pool Lifeguard enrolment or given to another venue.
- For courses that are completely online and do not have a face-to-face class component, there is no refund or fee credit for cancelled enrolments once a student has commenced the online learning.
- **You must document your request for a refund or fee credit by emailing admin@belgraviaacademy.com.au**
The request will be dated and considered, bearing in mind that fee credits are not guaranteed.

Date of cancelation	What you need to do
If cancelling on the day of the course.	No refund will be provided.
If cancelling up to one week prior to course	The manager must submit a request for a fee credit in writing to admin@belgraviaacademy.com.au
From 7 days to 14 days prior to course.	Try to transfer your student first – then if that doesn't work – tell us they can't attend, and we will give you a fee credit for when another student from your venue attends.
More than 14 days from a course?	Try to transfer your student first, then if that doesn't work – tell us and we will either refund you or provide you with a fee credit.

From time-to-time Belgravia Academy is called on to travel to remote places for a short course workshop. When this occurs, the following fees may apply:

- Where student numbers do not meet minimum requirements, travel costs will be applied to the venue cost centre.
- Cancellations made within 14 days prior to course workshop (where travel has been booked already) will incur student fees and travel costs.