

REFUND POLICY 2018

Course cancellation

The Holistic Healing Company PTY LTD courses are subject to cancellation if minimum numbers are not met. In such cases, students will be offered a place in the next available course

Withdrawal from a course

- a) Fee paying students (non-VET Student Loans)
 - Students are required to make a formal application to withdraw or request a refund using the *Application to Withdraw Form* and *Refund Request Form* from The Holistic Healing Company PTY LTD
 - Grounds for a refund could include withdrawal from a course prior to commencement and special circumstances such as serious illness or other matters beyond the student's control which have a serious, adverse effect on the student's ability to complete the course.
 - Documentary evidence and a statutory declaration may be required in support of applications for withdrawal and/or refund due to special circumstances.
 - In some cases, a refund may be granted if a student has a grievance application approved.

Approval of an application for a refund is at the discretion of Holistic Healing Co PTY LTD

- b) VET Student Loans students

Eligible students may choose to defer a portion of their course fees to VET Student Loans. In such cases, the following conditions will apply:

- If a student chooses to withdraw from a course after a census date the relevant proportion of the course fees will be applied inclusive of upfront fees and VSL fees.
- Students are required to make a formal application to withdraw using the *Application to Withdraw Form*.
- VSL students are not required to complete a *Refund Request Form* for fees deferred to VET Student Loans

Information on the published Census Dates relevant to VSL eligible courses can be found on ACH website