

# Refund Policy - Short Courses & Certificate level Qualifications

*For qualifications issued by Australian College of the Arts Pty Limited (RTO 0109) and delivered under trading name Mercer School of Interior Design .*

## Purpose

The Australian College of the Arts Pty Ltd (Mercer School of Interior Design) undertakes the following policy in regards to fee refunds for students enrolled in a Mercer School of Interior Design Short Course or Certificate Level Training program in accordance with college rules and the Standards for Registered Training Organisations (RTO's) 2015.

## Scope

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds and is applicable to all students enrolled into a Short Course or Certificate Level Training program with Mercer School of Interior Design as a Registered Training Organisation.

## Related Policies

This policy should be read in conjunction with the following college policies:

- Complaints & Appeals Policy
- Skills Recognition Policy

All college policies referenced in this document are available on the Schools Website.

## Key Definition

For the purpose of this policy, **Students** are defined as; Learners enrolled in a training program with Mercer School of Interior Design.

## Principles

The following principles underpin this policy.

- Details of Mercer School of Interior Design Refund Policy are to be publicly available.
- Payment of all refunds is made within 28 days of application for refund.
- Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course.
- There is no refund applicable where a client has commenced their course.
- There is no refund to participants who do not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrollment, where recognition resources and services have been supplied to the client.
- Mercer School of Interior Design does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- Mercer School of Interior Design provides a full refund to all clients, should there be a need for Mercer School of Interior Design to cancel a course. In the first instance, Mercer School of Interior Design will (where possible) provide an opportunity for the client to attend another scheduled course.
- If Mercer School of Interior Design cancels a course, clients do not have to apply for a refund, Mercer School of Interior Design will process the refunds automatically.

## Short Courses & Certificate level Qualifications

Refunds for enrolments in Short Courses and nationally recognised Certificate level qualification courses are subject to the following

Reason for Refund	Notification requirements	Refund
Student withdraws from course	In writing, prior to the course commencement	100% of the Semester fee paid by the client (or course fee if Short Course)
Student withdraws from course	In writing, after course commencement.	Nil Refund
Student withdrawn from the course by Mercer School of Interior Design	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Mercer School of Interior Design		100% of the Semester fee paid by the client (or course fee if Short Course)

## Procedures for Applying for Refunds

To apply for a refund, the individual is to contact Student Care on 1300 226 743 or email at [studentcare@mercer.edu.au](mailto:studentcare@mercer.edu.au).

Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application.

## Payment of Refunds

For students granted a refund, the refund is made by the same method in which the Fee was originally paid. Where the original payment was made by credit card, the refund must be re-credited to the same credit card. Alternatively, it can be paid by EFT, but in accordance with banking regulations, it cannot be paid to a different credit card. Refunds will not be paid in cash.

## Complaints & Advice

Complaints relating to fee refunds are to be lodged in accordance with Mercer's **Complaints & Appeals Policy**.

Queries about fee refunds should be directed to Student Care who can be contacted on 1300 226 743 or via email to [studentcare@mercer.edu.au](mailto:studentcare@mercer.edu.au)