



REFUND POLICY

Hair Assembly does not collect more than \$1500 in prepaid fees (fees in advance) from students for the majority of students, with exception of Higher Education, VET FEE-HELP and International Students, where tuition assurance arrangements apply. From time to time however a refund may be required for specific student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Hair Assembly’s relevant handbook for each stakeholder group;
- Hair Assembly website; and
- As a part of the Course Fees Agreement and Statement of Fees completed with the client prior to enrolment.

Refunds may be paid automatically, or sought and negotiated on an individual basis with Hair Assembly, on a case by case basis.

Hair Assembly has publicly published on its website, and makes students aware of this Refund policy before enrolment.

1.1.1. Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded course services. In these cases, enrolment fees are non-refundable once the course service has commenced.

Co-enrolments

Hair Assembly charges a fee for each government subsidised course that a student enrolls in, as relevant to the relevant government contractual requirements.

1.1.2. Refunds Prior to Course Services Commencement or Services Termination

Hair Assembly’s general refund arrangements for all clients and all course services are as follows:

Refund Arrangements	
Fee for Service Course Services	
Withdrawal prior to course commencement.	Full refund of course services fees paid.
Withdrawal after course commencement.	No refund available on administration fees, materials fees or other ancillary fees. Tuition fees may be refunded for any portion of the course not commenced at the time of withdrawal, provided that the student provides a signed application for withdrawal and there are no outstanding fees owed by the student. Any fees or charges owed by the student at the time of withdrawal will be offset against any amount due in refund to the student.



Government Subsidised Course Services	
Withdrawal prior to course commencement.	Full refund of course services fees paid.
Withdrawal after commencement.	No refund available on administration fees, materials fees, RPL application fees or other ancillary fees. Tuition fees may be refunded for any portion of the course not commenced at the time of withdrawal, provided that the student provides a signed application for withdrawal and there are no outstanding fees owed by the student. Any fees or charges owed by the student at the time of withdrawal will be offset against any amount due in refund to the student.

1.1.3. Refunds Due to Non-Provision of Services

Course fees are to be refunded in full if Hair Assembly is unable to commence the course service as agreed due to a lack of minimum student numbers or unforeseen circumstances.

Where Hair Assembly or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Hair Assembly default due to unforeseen circumstances, Hair Assembly will endeavour arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Hair Assembly will not refund fees paid.

Refund Arrangements	
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
Hair Assembly is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course, as per the clients' preference.
Hair Assembly is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course, as per the clients' preference.



1.2. Refunds Due to Client Request / Hardship Application

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

Where delivery has commenced, course fees have been paid and a client believes a special circumstance refund is warranted, the client may apply for a refund in writing to:

Chief Executive Officer
1300 297 333
[info@Hair Assembly.edu.au](mailto:info@HairAssembly.edu.au)

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The client will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

Hair Assembly does not typically provide a refund in cases where a student has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower student fee.

All clients have the right to appeal a refund decision made by Hair Assembly. Please refer to the Complaints section for further information.

1.2.1. Third Party Refunds

If course services fees have been paid to Hair Assembly by a third party, such as an employer, any refunds payable will be remitted to that third party.

1.3. Statement of Fees

All prospective students, prior to enrolment, receive a Course Fees Agreement including Statement of Fees from Hair Assembly. This agreement makes a formal enrolment offer to the prospective student and/or relevant supporting client, and includes all relevant fees, charges, refunds and government support information relevant to the student's course selection.

1.4. Fee Records

All course services fees, relevant invoices and receipts for each student course enrolment are recorded and maintained in the VETtrak student management system. This system acts as the official accounts receivables system for Hair Assembly and is maintained as the official and auditable records for all fees, receipts, charges and refunds.