



## REFUNDS

### Refunds for non accredited courses

Refunds will be made in full if The Guild has to cancel a course. The Guild is not responsible for changes in a participant's circumstances. Courses need to be chosen carefully.

If exceptional circumstances occur, written application for a partial refund may be made. This application must reach reception within five working days after course commencement. An administration fee of up to \$25 may be charged for refunds not caused by The Guild. All refunds will be made by cheque.

### Refunds for accredited courses

Refunds for an accredited course will only be available for participants as written in the Refund Policy below. All refunds will be made by cheque.

### Refund Policy

#### APPLIES TO ALL STUDENTS

To assist students to make satisfactory financial arrangements, the course fee has been divided into four payments.

- Audition/interview fee (\$50) is **non refundable**. Examiner/s will be present during audition/interview.
- Special admissions test fee (\$250) upon successful audition/interview outcome is **non refundable**. The student will be notified of the outcome on or a week after the day of audition. This fee is due prior to the administrative date listed in the table below. Enrolment documents, FEE-HELP documentation, introductory DVD and assessment tasks will be posted out to students, once assessment tasks are received then students will receive reports.
- Students eligible to request for FEE-HELP assistance are to do so on the Administrative date. (Dates listed in below table) Documentation must be submitted on the Administrative date, students will be notified of the outcome on the day or following day. Enrolment forms and theory paper will be requested also and approved once all eligibility requirements have been made.
- Course tuition fees are to be made on the administration date, (Dates listed in table below) these are 25% of the annual fee. Enrolment documents and theory paper should also be submitted.
- The course will commence on January 1<sup>st</sup> and/or the mid year intake June 1<sup>st</sup>. Handout material, course introductory lecture DVD's, plus passwords for course material on the website will be sent out in the first semester. January intake students are to attend the open weekend seminar, (last weekend in February) and the opening session on the Monday following. Interstate students must contact the Guild if they are unable to attend.
- There are four semesters per year and payments for each semester must be in advance and paid by the administrative date. See table below for dates.

- If students wish to withdraw prior to or on the Census date and not by the withdrawal date they may receive a fail grade for the unit of study and/or course of study they are enrolled in for that semester. See table below for dates.
- Students will be **refunded** the semester fees once they have submitted a withdrawal form prior to or on the Census date listed for that semester. The withdrawal form can be requested from the Guild or found on the Guilds workspace share site. This document is to be emailed to the Guild and mailed with signature prior to or on the Census date that applies to the semester they are enrolled in.
- Students who have submitted a withdrawal form after a semester’s census date will **incur** the full semester fee for the unit of study and/or the course of study in which they are enrolled.
- Students who have arranged to pay fortnightly payments (applies to fee paying students only) they will only be refunded course tuition upon withdrawing prior to the Census dates, the student is to pay the full semester if they decide to discontinue after the Census dates.

### Important Course Dates

| Important dates |                      |             |             |                    |              |             |
|-----------------|----------------------|-------------|-------------|--------------------|--------------|-------------|
| Semester        | Administrative Start | Start       | End         | Close of enrolment | Withdrawal   | Census Date |
| Introductory    | 29 December          | 1 January   | 28 February | 25 January         | 23 January   | 1 February  |
| 1               | 25 February          | 1 March     | 31 May      |                    | 25 March     | 1 April     |
| 2               | 25 May               | 1 June      | 31 August   | 25 June            | 24 June      | 1 July      |
| 3               | 25 August            | 1 September | 30 November |                    | 24 September | 1 October   |

### FEE-HELP Assistance

FEE-HELP is a loan scheme which assists eligible students (Australian citizens and students on humanitarian visas) to pay their tuition fees. The Australian Government pays the student’s tuition fee to the Australian Guild of Music Education on behalf of the student.

#### Census dates

Census dates are set by AGMED for each HEP unit of study provided during the academic year. These dates are set no earlier than 20% of the way through the period of time during which the HEP unit of study is taken.

A notice for each census date will be provided to each student who has completed a Request for FEE-HELP assistance.

If a student commences or transfers to a new HEP course of study at the Institute or another provider, they are required to complete a new Request for FEE-HELP. Census dates are published on the Guild website. Please refer to table 1 below (Important dates – Refunds Policy).

#### Withdrawal from a course

Any student intending to withdraw from a HEP unit of study or a HEP course of study must do so in writing to the Registrar.

#### Withdrawal from a course – on or before the census date

If a student who has completed a Request for FEE–HELP assistance withdraws from a HEP unit of study, including where the student withdraws from their HEP course of study, on or before the census date, the student will not incur a FEE–HELP debt for that HEP unit of study.

**Withdrawal from a course – after the census date**

If a student who has completed a Request for FEE-HELP assistance withdraws from a HEP unit of study, including where the student withdraws from their HEP course of study, after the census date, the student will incur a FEE-HELP debt for that HEP unit of study, unless special circumstances arise.

**Re-crediting of FEE-HELP balance**

Where a student has been unable to complete the requirements of a HEP unit of study and they believe that this was due to special and/or unforeseen circumstances, the student may apply after the census date to have their FEE-HELP balance re-credited.

This application, with supporting evidence, must be submitted in writing to the Registrar of AGMED within 12 months of the withdrawal date. Within 21 days of receipt of the application, the student will be advised of the decision in writing.

If the student's request for re-crediting is successful, AGMED will notify DEEWR of its decision and will refund to the Commonwealth the amount of FEE-HELP paid to it on behalf of the student.

**Review of the original decision**

Where a student is not satisfied with the decision, they may apply, in writing, for a review of the decision. This review will be carried out by the Dean. A review will either:

- confirm the decision or
- vary the decision or
- set the decision aside and substitute a new decision

**Lodging an Application for Review**

To lodge an application for review of a decision the student must submit in writing a request for a review accompanied by any supporting information that may be relevant to the review. The application for a review must be lodged with the Registrar within 28 days from the date of notification of the decision that is the subject of the review.

AGMED will acknowledge the receipt of an application for review of a reviewable decision in writing within 14 days of receiving the application for review.

AGMED will advise the applicant in the acknowledgement letter that:

- if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision and;
- the applicant may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision.

When a review decision has been made AGMED will:

- provide the applicant with written notice of the decision and the reasons for the review officer's decision
- provide advice that the applicant may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision and will provide contact details of the closest AAT Registry and approximate costs of lodging an appeal with the AAT.

**Administrative Appeals Tribunal (AAT)**

The Administrative Appeals Tribunal is an independent body that reviews, on the merits, a broad range of administrative decisions made by Australian (and, in limited circumstances, State) Government ministers and officials, authorities and other tribunals. The Tribunal also reviews administrative decisions made by some non-government bodies. An AGMED student may apply for a review of AGMED's decision regarding any of the above questions to the Administrative Appeals Tribunal. Information on lodging an application with the AAT is available at its website: <http://www.aat.gov.au/>

or at its Victoria office: (Distance students Note there is offices in each state)

Administrative Appeals Tribunal  
Level 16, HWT Tower, Southgate  
40 City Road Southbank VIC 3006  
PO Box 9955 Melbourne VIC 3001  
(03) 9282 8444 (metropolitan area)  
1300 366 700 (country areas)

Under no circumstances can this form be adjusted.

If a student wishes to add additional pages due to not having enough room for their reasons of withdrawing from the course this is acceptable.