

Policy title	Cancellation & Refund Policy
Policy available for Students – yes/no	Yes
Policy area	Operations / Accounts
Policy Detail	<p>Sometimes, students find that a class they registered for does not spark the interest they had expected. For this reason, students may request to register for an alternative class.</p> <p>As long as their request is received within the specified time-frame, and space is available within their class of choice, their request should be granted. In some instances, to respect other students in the class and to maintain coherence of study, tutor discretion may apply.</p>
Procedure	<p>Cancellation process for enrolled students - Mains classes</p> <ul style="list-style-type: none"> - Students who wish to change classes, must do so within the first two weeks of the class start date and will only be able to do so if space is available in the class of choice. If there is no space available, making a space available for the student will be at the tutor's discretion. - The student's change of class is to be noted in Phoenix prior to week three of each term. <p>Cancellation process for enrolled students - Block Week courses</p> <ul style="list-style-type: none"> - Students wishing to change Block Week courses either before the start date, or within the first day of the week, may do so if space is available in the course of their choice. However, this is at the tutor's discretion, in consideration of the impact on other students in the class. - Phoenix will be updated by Programme Support to reflect the student's change of class. <p>Cancellation process and refund policy for casual students <i>Note: This policy relates to Evening classes, Weekend classes, Casual Mains classes and Summer and Winter skill classes.</i></p> <ul style="list-style-type: none"> - Cancellations received once classes have commenced are non-refundable. - Cancellation requests received within five days of class start dates are non-refundable. - For cancellations received within five days credit notes will be issued. Students may use credit notes on future courses of their choice. - Cancellations more than six days prior to the class start date are fully refundable.

	<p>Refunding for classes missed due to non-attendance Where a student is unable to attend a class due to illness, or for personal reasons, they will not be entitled to a refund for classes missed, or to transfer to another class to make up for any missed classes.</p> <p>Cancellation of Enrolment Restarts and refund policy</p> <ul style="list-style-type: none">- Students who restart their enrolment after a period of absence will pay a \$300 restart fee.- If a restart student then decides to withdraw from their restarted enrolment, they will not be entitled to receive a refund of their restart fee. <p><i>Note: The rationale for this no-refund stance is that the time spent by staff in initiating the enrolment restart in the first instance needs to be covered, regardless of whether the student continues with their study or not.</i></p>
Policy created	Developed June 2021/May 2023
Review Date	Jul 2023, Sep 2024
Next Review date	Sep 2025
Links	