

REFUND POLICY

Course cancellation

College of Event Management courses are subject to cancellation if minimum numbers are not met, or other circumstances prevent a course from proceeding as planned. In such cases:

- students will be notified of the proposed cancellation as soon as possible
- students will be offered a place in the next available course OR
- students can request a full refund of any pre-paid course fees including any pre-paid deposits. **See below table**
- students will be given 28 days to initiate grievance procedures if required. See *Grievance Policy and Procedure**. Cancellation will take final effect only after grievance procedures initiated by the student have been resolved

Withdrawal from a course

If wanting to withdraw from an approved course of study, or a part of an approved course of study, College of Event Management recommend you discuss your decision with your Course Coordinator who will be able to advise you on alternate study options if available. There may also be an option to defer your studies.

Withdrawal procedure - all Students

- In the first instance, students are required to notify the Course Administrator in writing of their intention to withdraw. A telephone call or verbal notification is not sufficient. Please contact support@coem.edu.au
- 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. *Please see Grievance Policy and Procedure**.

Withdrawal procedure - VET Student Loans students

Eligible students may choose to defer all or 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, or a part of a course, before a census date no VSL debt will be applied to the student's VSL account. **See below table.** Withdrawal procedure for all students (above) applies.
- 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. **See below table.** Withdrawal procedure for all students (above) applies.
- If a student chooses to defer their studies College of Event Management will not enrol a student into a course without the written permission of the student.

Protection of Student Fees

College of Event Management will not accept payment of tuition fees-in-advance in excess of \$1500 at any one time except in circumstances where tuition fees are paid by an employer on behalf of students under an approved agreement between the parties.

Continuing VSL student fees are protected by tuition assurance arrangements. *Please refer to the Statement of VSL Tuition Assurance**.

Summary of refund conditions

Full Qualification Courses	
Deposits paid to confirm enrolment	Non-refundable unless course is cancelled by CoEM
Course cancelled by CoEM prior to start date	Full refund of deposit and pre-paid fees
Student withdraws more than 7 days prior to the course start date	Refund of pre-paid course fees with exception of non-refundable deposit.
Student withdraws less than 7 days prior to the agreed course start date	No refund of deposit and pre-paid course fees
Student withdraws during a course	Notification in writing of intention to withdraw is required. No refund of fees paid to date of withdrawal.
VSL student withdraws prior to census date	No VSL debt is applied to the student's VSL account. No refund on deposit.
VSL student withdraws after census date	Proportional VSL debt is applied to student's VSL account and no refund of pre-paid fees.
Student has special circumstances preventing them from completing the course	Refunds may be granted subject to determination at the discretion of the College.
CoEM is unable to provide completion of the course for which the original enrolment and payment has been made.	See Statement of VSL Tuition Assurance
Short Courses	
Fees paid for short courses	No refund

NOTE: Approval of an application for a refund is at the discretion of College of Event Management.

Publication

This Refund Policy and **other policies* will be made available to students enrolled at College of Event Management Pty Ltd through publication on the [college website](#).

The College reserves the right to update and amend policies and procedures at any time.