

REFUND POLICY

Fluent Education (Datum College Pty Ltd)
RTO Number 32243



PURPOSE

Fluent Education undertakes the following policy in regard to fee refunds for students enrolled in Fluent Education Fee For Service (FFS) programs in accordance with 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 with Fluent Education as an RTO.

1. FULL COURSE FEES UPFRONT

- 1.1 Notifications received 5 days prior to commencement date will not incur a cancellation fee.
- 1.2 Notifications received after the required notice period but before commencement date will automatically incur a cancellation penalty of \$250 administration fee.
- 1.3 Notifications received after the commencement date will automatically incur a cancellation penalty of 100% of the course fee. Fluent Education reserves the right to also apply an administrative processing fee of \$250 for any refund.
- 1.4 Special circumstances apply if it can be demonstrated that the student suffered a severe medical illness, emergency or death within the family whilst enrolled with Fluent Education or at the sole discretion of Fluent Education. Proof will have to be presented (e.g., Doctor certificate dated and timed covering the period of enrolment). In these cases Fluent Education will refund any Semesters not commenced or activated by the student on a pro-rata basis. A \$250 administration fee will apply.

2. PAY AS YOU LEARN – 7 MONTH PAYMENT PLAN

- 2.1 Payments consist of seven (7) calendar months from the start date (commencement) of your enrolment.
 - 2.2 Notifications received 5 days prior to the commencement date will not incur a cancellation fee.
 - 2.3 Notifications received after the required notice period but before the commencement date will automatically incur a cancellation penalty of \$250 administration fee.
 - 2.4 Notifications received after the commencement date will automatically incur a cancellation penalty of 100% of the current Semester. Fluent Education reserves the right to apply an administrative processing fee of \$250 for any refund.
 - 2.5 Special circumstances apply if it can be demonstrated that the student suffered a severe medical illness, emergency or death within the family whilst enrolled with Fluent Education. Proof will have to be presented (e.g., Doctor certificate dated and timed covering the period of enrolment). In these cases Fluent Education will refund any modules not commenced or activated by the student on a pro-rata basis applied only to the current payment block. A \$250 administration fee will apply.
- 2.1 The monthly payment plan can be cancelled at any time if notification is received 14 days prior to commencing the next month due then no cancellation fee will be applicable.
 - 2.2 Notifications received after the required notice period but before the commencement of the next month will automatically incur a cancellation penalty of \$250 administration fee.
 - 2.3 Notifications received after the commencement date of the next month will automatically incur a cancellation penalty of 100% of the current Semester fee. Fluent Education reserves the right to also apply an administrative processing fee of \$250 for any refund.

3. OTHER GROUNDS FOR REFUNDS

Students will receive a full refund of fees paid and there will be no administration charge under the following circumstances:

- 3.1 The course is cancelled by Fluent Education prior to the student commencing.