THE MAKEUP TECHNICIANS REFUND POLICY

All requests for refund of fees by students are to be handled according to the following policy.
This refund policy is provided to the student prior to the student making any payment to The Makeup Technicians.
All fees must be paid in full 2 weeks prior to commencing your final exams.

Deposit

The Deposit is made up of Material fee and Admin fees, the deposit is not refundable. The deposit is part of the total course fee. Only when the full deposit and all enrolment forms have been completed and signed will a student's place in the class be secured. A student's enrolment in the class may be cancelled if all enrolment forms and deposit money has not been received 28 days prior to the course commencement date. Written notification is required in the event of requesting a deposit refund.

Upfront Payment

Upfront Payment including the deposit and material payments will be refunded if written notification is received requesting a refund, 28 days or more before the scheduled course commencement date. In the event of a deposit refund, an administration fee of $100.00 will be deducted from the deposit amount. All Course monies are protected.
If less than 28 days, notice is given in writing prior to course commencement, Upfront payment will be refunded, less the deposit.

Non-Delivery of a course

In the event of a course not being delivered the student will be notified as soon as a decision on delivery has been made. The student is entitled to a full refund of fees paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. If The Makeup Technicians is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) Tuition Assurance Administrator will place you in a suitable alternative course at no extra cost to you. Finally, if Tuition Assurance Administrator cannot place you in a suitable alternative course, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Student Default and Withdrawal from Course

Students are required to provide written notification of withdrawal from any course or course component, prior to the commencement of the enrolled course. If a student withdraws from the course prior to the course start date but after the 28 days deposit deadline the deposit is non-refundable, however any further prepaid course fee and incidental expenses will be refunded. The student may defer their course to another intake date within a 24-month period from the initial course start date.

Refunds for students who have paid their fees in advance and wish to leave the course before conclusion of the course will have their fees calculated on the basis of paying each term (as shown in Termly Payment Option). Refunds will be based on this calculation. There is no payment or refund for 4th Term.

If a student withdraws from the course after a term has commenced, fees are payable for that entire term. If a student wishes to leave the course the student must notify the principal in writing of their intention to leave and the written notification must be received two weeks before the first day of the next term is due to commence, otherwise fees are due and payable for that term. If students paying monthly or by term are dismissed or leave through the term, then they must pay the amount equivalent to the full-term fees for the term they have commenced. Refunds incur an admin fee of $100.00.

Deferment of Enrolment

Students are required to provide written notification of deferring from any enrolled course or course component. A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate circumstances. An enrolment can be held no longer than 24 months from the original start date.

The Makeup Technicians reserves the right to defer or temporarily suspend the enrolment of the student on the grounds of misbehaviour (breach of The Makeup Technicians Policies & Procedures) by the student. In this situation, The Makeup Technicians will inform the student in writing of the intention to suspend or cancel the student's enrolment and that the student has 20 working days in which to access the complaints and appeals processes. If the complaints & appeals processes are accessed by the student then the deferment will not take place until the internal process is completed.

Misbehaviour (breach of The Makeup Technicians Policies & Procedures) of students can also be grounds for cancellation of the course program and in this situation the student will be informed of this prior to enrolment. There is no monetary action on deferments, however, please note that courses may be subject to change and you are required to check with Student Administration, at the beginning of the year in which you intend to re-enroll, to ensure that re-enrolment is possible.

Refunds

Any refunds will be made to the person or organisation that enters into the contract within four weeks of receipt of a written application, unless the person gives a written direction to pay someone else. Refunds will be paid in the same currency in which the fees were collected.

No refund applies if a student is expelled.

Note that the refund agreement and process does not remove the right to take further action under Australian consumer protection laws. The refund agreement does not circumscribe the student's right to pursue other legal remedies.

Requests for refunds should be made in writing and directed to the Principal and or Director of The Makeup Technicians.