

Refund Policy			
1.	Purpose	<p>This policy is to ensure that all stakeholders are informed of the Flowers Design School refund policy in relation to student payments. The policy is written inline with AQTF requirements as per Conditions of Registration 5 –Financial management.</p>	
2.	Scope	<p>The scope of this policy applies to all FDS stakeholders, in particular to the students and the Client Relations Officer and the Accounts Department.</p>	
3.	Definition(s)	<p>For the purposes of this policy, unless otherwise stated the following definitions shall apply;</p> <p>AQTF ⇒ The Australian Quality Training Framework <i>AQTF is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training system.</i></p> <p>FDS ⇒ Flowers Design School</p> <p>Stakeholders ⇒ All persons with a vested interest in FDS including but not limited to; Students Team Members Professional Associations Employers Government & Regulatory Agencies</p>	
4.	Policy Guidelines	<p>A full refund will be given where a course has been cancelled by FDS or is already full and unable to offer the student a place.</p> <p>Withdrawal from a Training Program A withdrawal must be in writing. Students are fully liable for all modules started or due to start within 15 training weeks from the withdrawal date, whether they attend training or not. Administration fees, cost of text books, assessment fees and cost of course notes also apply.</p> <p>Amendments to a Training Program FDS does not accept any responsibility for changes in personal circumstance pertaining to a student. Training program changes require 15 training weeks written notice, in advance of the start date of module(s) / course. If less</p>	

		notice is given then the student must re-enrol and pay the full module(s) / course fees.	
5.	References	Related Policy – CS02 Payments	
6.	Appendices	<ul style="list-style-type: none"> a) Student Enrolment Form b) FDS Website – About Us / Code of Practice #7. Refund Policy c) Student Handbook / Orientation Manual 	
7.	Approval	This policy is approved by The Chief Executive Officer of FDS	
8.	Approval Dates	<p>The policy was approved on: 08/11/2009</p> <p>The policy takes effect from: 08/11/2009</p> <p>The policy will be reviewed by:08/11/2010</p>	
9.	Policy Owner	<p>Matters arising from this policy should be directed to;</p> <p>The Chief Executive Officer of Flowers Design School Ms Jayne Endall Suite 39C City West Centre Plaistowe Lane, West Perth 6005 jayne@floristry.com.au Tel: +61 8 9321 022</p>	