

## DOMESTIC STUDENT INFORMATION: FEE PAYMENTS AND REFUNDS

### Fee Payments

The annual tuition fees are payable on a per semester basis from the date of acceptance of offer. All fees should be paid prior to the commencement of classes in each semester.

The final day for making a payment for fees is the Administration Date for the relevant semester. Fees paid after this date, attract a late payment fee of \$300. Please see *4-03-006 Summary of Fees – Domestic* for additional/incidental fees.

If fees are not fully paid by the Administration Date the College reserves the right to deny access to classes. Failure to pay fees by the Census Date results in automatic denial of access to classes until the fees are paid.

Fees may be paid via several ways.

- VET FEE-HELP loan only
- Upfront payment (Own source)
- Partial VET FEE-HELP loan with Upfront payment (Own source)

Your initial selection is made through your Letter of Offer. You can opt to change your selection by communicating the change to the College's Finance Manager in writing at the beginning of each semester.

### Fee refunds

1. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you.
2. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
3. If the College is unable to provide a refund or place you in an alternative course, our Tuition Assurance Scheme (ASTAS) will place you in a suitable alternative course at no extra cost to you.
4. Refunds for students who defer or withdraw are made in accordance with the conditions below and full refunds of amounts owed to the student will be made within 20 working days.

### Refund conditions

A student who defers or withdraws from a subject/course will have the total semester fees adjusted or refunded according to date of deferral or withdrawal:

Before Census Date 100% refund or no VET FEE-HELP loan incurred  
After Census Date Nil refund or VET FEE-HELP loan incurred

The refund will only be given to the person who paid the fees. For example, if a parent paid the fees, that parent will be refunded directly.

If a student visa is cancelled due to actions of the student the student is not eligible for any refund of tuition fees.

For refunds related to a VET FEE-HELP debt please refer to the *4-01-002 VET FEE-HELP Tuition Fee and Refund Policy*.

### **Procedure for fee refunds for withdrawing from the course**

Should a student wish to withdraw from the course and receive a refund for fees already paid, the following procedure is to be followed:

- Student is to write a withdrawal letter addressed to the Academic Director and/or Managing Director.
- Student to complete and sign relevant documentation and complete an exit interview
- The Accounts department will process the refund, if any, and issue the payment to the person who paid the fees. A remittance advice will be sent with an explanation of how the fees have been processed.

This stipulation, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws. When acceptable documentary evidence is produced, refunds will be at the discretion of College.