

## INTERNATIONAL STUDENT INFORMATION: FEE PAYMENTS AND REFUNDS

**STEP 1: Receive an offer from the College**

You received with this information sheet a *2-03-005 Offer Letter*.

**STEP 2: Accept the offer**

You must read all of the information provided to you by the College and, should you accept the offer, sign the *2-03-005 Offer Letter*.

**STEP 3: Pre-enrolment payment**

Once the College has received your signed *2-03-005 Offer Letter*, you are required to make a \$1000 (AUD) payment to the College. This includes a \$400 enrolment fee and a non-refundable \$600 advance of tuition fee. You must not make this payment prior to the College receiving your acceptance.

**STEP 4: Confirmation of Enrolment (CoE)**

Once the College has received \$1000 (AUD) pre-enrolment payment, you will be issued with a Confirmation of Enrolment (CoE).

**STEP 5: Obtain a Visa**

With your Confirmation of Enrolment (CoE), you are now able to obtain your Visa from the Department of Immigration and Border Protection (DIBP).

**Tuition Fee Payments**

Tuition fees are payable on a per semester basis from the date of the signed *2-03-005 Offer Letter*. All fees must be paid prior to the commencement of classes in each semester.

There are several methods for paying tuition fees; however, all tuition fees must be paid in Australian Dollars (AUD).

- Cash/Cheque
- Electronic Funds Transfer (EFT)
- Credit Card
- Via Agency

**Paying in Instalments**

Students have the option of paying in two instalments per semester rather than just one. However, all fees must be paid punctually on the specific instalment dates.

Students paying tuition fees in instalments will incur a fee per instalment.

**Late Payments or Overdue Tuition Fees**

Tuition fees must be paid by the date stipulated on the invoice. Late fee payments attract a penalty fee of AUD300.

Furthermore, where fees are not fully paid by the Census Date, the College reserves the right to deny a student access to classes. Access to classes will not resume until the balance of overdue fees is paid.

### Fee Refunds

1. In the unlikely event that the College is unable to deliver your course in full, students 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, students may be offered enrolment in an alternative course at no extra cost to you.
2. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If students choose placement in another course, we will ask them to sign a document to indicate acceptance of the placement.
3. If the College is unable to provide a refund or place students in an alternative course our Tuition Protection Scheme (TPS) will place them in a suitable alternative course at no extra cost. If TPS cannot place them in a suitable alternative course, they will be eligible for a refund as calculated by the Fund Manager.
4. Where a student withdraws or defers from a course, refunds 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 from a subject/course will have the total semester fees adjusted or refunded according to the week of deferral.

A student who withdraws before enrolment will receive a refund for their fees paid. Pre-enrolment fees (as outlined in this document) are non-refundable.

The refund will only be given to the person who paid the fees. For example, if a parent paid the fees, the refund will be sent to the parent (*See 4-01-001 Fees and Refund Policy*).

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

A student who withdraws after enrolment will not be able to receive a refund.

### 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 pay the person who paid the tuition fees. The 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.

Withdrawal from a course has serious consequences for international students as this has implications for both visa and immigration requirements. For more details, please see the *2-03-001 International Student Handbook*.