



## Fees and Refunds Policy

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

### We protect your fees at all times by:

- Maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Release Letter	No charge	Not applicable
Re-issue of Certificate/testamur and Results	\$100	Non refundable
Document Processing Fee	\$150	Non refundable
Course Deferment Administration Fee	\$150	Non refundable
Student ID Card	\$25	Non refundable
Late Payment Fee	\$50 (Per week after due date)	Non refundable
Assessment printing fee	\$0.50 per page	Non refundable
RPL (VET students)	\$500 per unit	Non refundable
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	\$250	Non refundable

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.