



Fees and Refund Policy

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Fees and Refund Policy

In accordance with applicable legislation, Australian Global College is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition fees and student services.

Fees payable

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by Australian Global College. Fees must be paid in full within ten (10) days of receiving an invoice from Australian Global College. Australian Global College may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

Students are required to pay 25% of total tuition fees on successful admission to a program and any applicable application/ enrolment fee. A further 50% of the fees are payable for the course at least 14 days prior to the commencement of the course unless the student has requested to make a larger payment and confirmed in writing or an alternate arrangement is outlined in the Written Student Agreement. It should be noted that an RTO cannot require students to pay more than 50 per cent of their tuition fees before they start the course. A student or the person responsible for paying the tuition fees, may choose to pay greater than 50 per cent of their tuition fees before they start their course. If the student requests this, Australian Global College must be able to show evidence that the student has exercised choice in how much of their tuition fees are paid up front.

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the Australian Global College Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, any enrolment application fees, learning resources fees, training consumable fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment application fee;
- the nature of the guarantee given by Australian Global College to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;

- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- the Australian Global College Fees and Refund Policy.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Australian Global College Reception or from www.agc.edu.au. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

NOTIFICATION PERIOD	CANCELLATION FEE/ REFUND
Visa refused (proof of refusal required)	100% refund of tuition fees enrolment fee is not refundable
Withdrawal notified in writing and received by Australian Global College 28 days or more prior to semester commencement	80% refund of tuition fees paid
Withdrawal notified in writing and received by Australian Global College less within 28 days prior to semester commencement and before the commencement date	50% refund of tuition fees paid
Withdrawals notified in writing and received by Australian Global College on the commencement date or after the semester commences	No refund of current semester tuition fees.

In the case where a student enrolls through a registered Australian Global College agent a refund will be paid to this agent.

If the visa application is rejected, tuition fees are refunded in full. Australian Global College requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.

Australian Global College refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

Australian Global College reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Australian Global College is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Australian Global College.

In the unlikely event that Australian Global College is unable to provide a refund or place to a student in an alternative course, (provider default) Australian Global College will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Australian Global College reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Australian Global College's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Australian Global College reserves the right to deny a student access to Australian Global College's premises and to withdraw its other services if their conduct disrupts the normal operation of the college. Australian Global College's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Australian Global College will be made within four weeks of receiving Australian Global College Student Request for a Refund Form.

Refunds – Refused student visa

A student who is refused a student visa to study in Australia will be entitled to a 100% refund of fees paid less any applicable enrolment application fee. Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Australian Global College.

Refunds – Misconduct

No refund will be granted to a student whose enrolment is terminated for failure to comply with Australian Global College's policies and procedures and the requirements of their visa by Dept. of Home Affairs (DHA)

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances warrant it.

Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Refunds - Cancellation of a course by Australian Global College (Provider default)

If Australian Global College defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Australian Global College will make every effort to transfer the students' enrolment to another college. If this is unsuitable the college will pay a refund of the unused portion of the course money received from the student. This refund will be paid to students within 2 weeks of the default day with a statement explaining how the refund amount has been calculated.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

Australian Global College will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- Late payment fee

These miscellaneous charges are to be clearly specified in Australian Global College Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

The Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Provider default

In the unlikely event Australian Global College is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

Fees being paid in advance

Australian Global College acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, Australian Global College requests payment of no more than 50% of the total tuition fees for the course before the student commences the course. It is acknowledged that students may choose to pay more than 50% in advance up to 100% of all fees due. Following course commencement, no further pre-paid tuition fees are taken before the beginning of the second study period.

Australian Global College maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Australian Global College undertakes to provide the following fee information to each student prior to enrolment;

- the total amount of all fees including tuition fees, enrolment application fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-

refundable deposit/enrolment application fee;

- the nature of the guarantee given by Australian Global College to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment;
- the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) and
- the Australian Global College refund policy.

Student complaints about fees or refunds

Students who are unhappy with the Australian Global College arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the Australian Global College Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws where Australian Consumer Protection laws apply.

Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: ombudsman@ombudsman.gov.au Web: www.oso.gov.au

Consumer Rights and Statutory Cooling Off Period

The Standards for Registered Training Organisations require a person to be informed of their rights as a consumer, including but not limited to any statutory cooling-off period, if one applies. Under the Australian Consumer Law (ACL), most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for.

The guarantees on services, states that services must:

- be provided with acceptable care and skill or technical knowledge and taking all necessary steps to avoid loss and damage
- be fit for the purpose or give the results that you and the business had agreed to
- be delivered within a reasonable time when there is no agreed end date.

All staff are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process. In NSW you can seek information from Fair Trading <https://www.fairtrading.nsw.gov.au/>

Statutory cooling off period.

A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

Australian Global College informs prospective students of their right to a cooling off period in the Student Handbook. However, it must be noted by all staff that Australian Global College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students and staff must refer to the refund policy.

Schedule: Course Fees and Charges: 2019

Business Courses	
BSB30115 Certificate III in Business	AUD\$6,800.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$6,000.00	
Material Fee: \$450.00	
BSB40215 Certificate IV in Business	AUD\$6,300.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$5,500.00	
Material Fee: \$450.00	
BSB50215 Diploma of Business	AUD\$9,800.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$9,000.00	
Material Fee: \$450.00	
BSB61015 Advanced Diploma of Leadership & Management	AUD\$8,000.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$7,200	
Material Fee: \$450.00	
Aged Care Courses	
CHC43015 Certificate IV in Ageing Support	AUD\$14,000.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$13,200.00	
Material Fee: \$450.00	
Early Childhood Education and Care Courses	
CHC50113 Diploma of Early Childhood Education and Care	AUD\$10,000.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$9,200.00	
Material Fee: \$450.00	
Beauty Courses	
SHB50115 Diploma of Beauty Therapy	AUD\$14,000.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$13,200.00	
Material Fee: \$450.00	
Finance Courses	
FNS40815 Certificate IV in Finance and Mortgage Brokering	AUD\$10,700.00
Enrolment Fee: \$350.00 (non-refundable)	
Tuition Fee: \$9,900.00	
Material Fee: \$450.00	

Other Fees

Miscellaneous Fee	Amount
Reissuing a certificate or Statement of Attainment	\$50.00 (incl. GST)
Replacement of issued learning/reference workbook (per workbook)	\$50.00
Reassessment fee	\$300.00 (GST exempt)

Homestay placement fee	\$250
Airport pick up fee	\$150
Late Fee Overdue Payments (1 to 5 days), or	\$200.00
Late Fee Overdue Payments (6 or more days)	\$400.00
RPL Fee -per unit	\$500
Student Card replacement fee	\$25