Fees, Charges and Refund Policy and Procedure

1. Purpose

- This policy will ensure that existing clients and prospective clients of Wattle College have access to transparent information about our refund policy and the circumstances in which refunds are paid, in whole or in part, on tuition fees already paid; and

- This policy guides Wattle College staff to correctly apply this policy and procedures for refunds of tuition fees to clients so that all clients are treated fairly and with integrity when applying for refunds.

2. Responsibility

- The accounts personnel is responsible for reviewing the refund requests and the processing of payment.

3. Definitions

- Tuition Fees: for the purposes of this policy, means fees to attend scheduled classes for a period of enrolment.

- Assessment: The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of an accredited course

- Student: is person enrolled to study at Wattle College. These students can be both domestic students or International Students.

- Competent: Successfully completing a unit of competency

- Not Yet Competent (NYC): Refers to a grade that is given when a student attempts an assessment item and does not reach the level that is expected, or when a Student does not submit an assessment item

4. Policy

- Wattle College accepts payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term. Student may choose to pay full fees if they wish to, however they are not required to pay more than 50 percent up front.

- This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract. This refund policy applies to all prepaid fees paid to the college.

  Please note: Fees for additional services (not covered by the Letter of Offer and acceptance) conducted by and paid to Education Agents by students are not covered by this refund policy.

- The Application for Enrolment fee, currently $250, is a non-refundable administration fee.

- It is the policy of Wattle College to ensure that all applications for refund of fees are considered.

Please note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the CEO.

- Wattle College will not issue refunds under other circumstances including but not limited to:
    - Changes occur in student work hours, student changes/leaves work;
    - It becomes inconvenient for a student to travel to class;
    - A student moves to a different location;
    - A student enrolment is cancelled for misbehaviour/breach of the college Code of conduct, or visa conditions.

- Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Wattle College with the Medical Certificate deemed by as acceptable for the purposes of the student's ability to complete their course/s. Wattle College will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

- Refunds will be paid within 2 weeks after receipt of a written application for refund unless stated otherwise in this policy.

- Refunds will be paid directly to the person who entered into the contract with Wattle College unless we receive written direction to pay someone else from the applicant.

- Wattle College has tuition protection for international students through the Australian Government's Tuition Assurance Scheme (TPS). The TPS provides tuition protection for international students in the unlikely event that Wattle College is unable to deliver the course which international students are enrolled in. Wattle College ensures that prepaid tuition fees from international students are isolated in a separated bank account until they commence their course. For further information about Tuition Assurance Scheme, please refer to https://tps.gov.au.

- Wattle College will get a membership of the Australian Students Tuition Assurance Scheme (ASTAS) through The Independent Tertiary Education Council Australia (ITECA). ITECA provides tuition protection for domestic students in the unlikely event that Wattle College is unable to deliver the course which domestic students are enrolled in.

- Refunds will be paid in Australian dollars (AUD). All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

- Students are not permitted to transfer course fees to another student.

- Students are obligated to pay outstanding course fees and understand Wattle College will pursue outstanding fees under Australian Law.

- Visa refusal refund requests must be made within 4 weeks of refusal.

- Wattle College will not issue a Letter of Release if fees are owed for the current study period.

5. Procedure

- Refund application requests must be made in writing using the student 'Refund Request Form' stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

- This form is found at the front entrance of the head office reception desk, or alternatively the refund request form may be requested by emailing info@wattle.edu.au
- The completed form with evidence attached (if applicable) must be submitted to the Finance Department in person, email or post.
- The Finance Manager will process and approve the refund amount (if applicable) based on the circumstances listed below.
- Should the student not be eligible for any type of refund the student will be notified by letter and email to the addresses provided in them Refund Request Form
- Refund applicants dissatisfied with Wattle College's decision in relation to their refund request may choose to lodge an appeal under Wattle College's Complaints and Appeals Policy.
- Any refund or outcome given will be recorded in Wattle College's Student Management System.
- All approved refunds will be processed within 14 days of initial request.

Other non-tuition fees to be charged to students:

Description	Costs (AUD)
Re-enrolment Fee	$250*
Credit Transfers	No Fee
Administration Fee	$250
RPL Assessment	$250 per unit
Re-issue of Certificate of Attainment or Testamur	$50 per Certificate or Statement of Attainment
Printing Fee	B/W – 10c per page; Color – 50c per page
Re-assessment fee	**Business:** Certificate IV in Business: $250/unit Diploma of Leadership and Management: $350/unit Advanced Diploma of Leadership and Management: $350/unit **Commercial Cookery:** Cert III in Commercial Cookery: $400/ unit Cert IV in Kitchen Management: $500/ unit Diploma of Hospitality Management: $500/ unit
Late Assessment Submission Fee	$100
Credit Card surcharge fees incurred when paid by credit card	2.5%
Late payment fees incurred when the fees are not paid on time.	16% of outstanding fees due
Bank Charges on processing refund payments will be deducted from any refund	Maximum Bank fee of $40

*Re-enrolment fees are applicable if the student chooses again to enroll in a course offered at Wattle College.

The table below outlines the refunds that Wattle College will pay on application from eligible students.

FEE REFUND CONDITIONS	REFUND APPLICABLE
PROVIDER DEFAULT	
Provider default is applicable in the following situations. • The course does not begin on the agreed commencement date, or • The course ceases to be provided at any time after it commences but before it is completed, or • The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.	This applies to all students at Wattle College In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows: The refund amount = weekly tuition fee x the number of weeks in the default period The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7 The refund will be paid to you within 14 days of the day in which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course the Tuition Protection Service will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college which will accept them into an alternative course
Refund Procedure;	A written request for refund using Refund Request Form must be submitted to Wattle College Finance Department. The money will be refunded to the student within 14 days after the written request is received.

VISA REFUSED BEFORE COURSE COMMENCEMENT

In the event where student's initial visa is not granted and student is offshore. Refund Procedure;	In the event that the student's visa has been refused, the refund amount shall be calculated as follows; The refund amount = the total amount will be paid minus the Wattle College $200 application fee. This fee will be deducted even if the application fee was waived by the student's agent at the time of enrolment. The total course fee also includes any other non-tuition fees paid. A written request for refund using Refund Request Form and proof of visa refusal from the Australian Government must be sent to the Wattle College Finance Department no later than four weeks after visa refusal.
In the event where a student enrols in a Training Program and the first course has commenced and the student visa is refused before the commencement of second course. Refund Procedure;	The refund amount will be calculated for the student for the commenced course as follows. The refund amount = weekly tuition fee x the number of weeks in the default period where The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7 If the student has paid any tuition fee for the second course, the refund will be calculated as The refund amount = the total course fee minus 5% of the course fee received up to a maximum of $500 A written request for refund using Refund Request Form and proof of visa refusal from the Australian Government must be sent to the Wattle College Finance Department no later than four weeks after visa refusal.

No proof of refusal from the Australian Government.	Refund will not be granted

REFUSED AFTER COMMENCEMENT DATE

In the event that a student's visa is not granted, and the course has commenced.	The refund amount = weekly tuition fee x the number of weeks in the default period The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7 Tuition fee does not include any non-tuition fee that might have been paid by the student.

CANCELLATION BEFORE COMMENCEMENT DATE

In the event that the student cancels their enrolment and requests a refund in writing 10 weeks or more prior to the course commencement.	A 70% refund of Monies paid for tuition fees will be issued to the student.
In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement.	A refund of 50% of monies paid for the tuition fees will be issued to the student.
In the event the student requests a refund in writing 5 full weeks or less prior to course commencement	No refund will be issued.

If a student requests to defer to any following intake/s before the commencement of the course initially applied for due to personal reasons.	There will be no refund of monies paid towards initial deposit.

CANCELLATION ON OR AFTER COMMENCEMENT DATE

Withdrawals notified in writing and received by the College on the commencement date or after the semester commences.	No refund will be issued which includes all monies paid to College for Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board.
There is a student default due to any of the following reasons. • The student failed to pay an amount he or she is liable to pay in order to undertake the course. • The student breached a condition of his or her student visa. • Misbehaviour by the student	No refund will be issued to a student either before or after commencement of course
If a student fails to attend a course after the start of the Course.	No refund will be issued which includes all monies paid to College.
In the event that the student seeks and is granted approval by college to transfer to another provider prior to completion of six months study of the principal course.	No refund will be issued of any course money paid in advance.
If a Student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.	No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the college for services already rendered.

CONDITIONS

- At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence, If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

- Fees not listed in this refund section are not refundable. Prior to a student enrolling fee may be altered without notice. 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.

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- If a student withdraws after any number of deferments the date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the college refund policy and other related polices