POLICIES AND PROCESSES

FEES AND REFUNDS

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
- by 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. Non-tuition fees that may apply include:

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Deferral fee	Nil
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee)	$500
Fees for late payment of course fees	$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of $250 Unit fee $400
Re-issuance of certificate	$50

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.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

REFUNDS

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

INTERNATIONAL STUDENT REFUNDS

In addition to the above circumstances, refunds apply as follows:

CIRCUMSTANCE	REFUND DUE
Australian Education Excellence Centre cancels course before commencement.	Full refund of all fees.

CIRCUMSTANCE	REFUND DUE
Australian Education Excellence Centre cancels course following commencement.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Australian Education Excellence Centre has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Australian Education Excellence Centre to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian Education Excellence Centre or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.

CIRCUMSTANCE	REFUND DUE
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The refund amount is calculated as follows: The total amount of all course fees received before the default day minus either 5% of the amount of course fees or $500 – whichever is the lesser amount. As an example, to illustrate this, if Raj has paid $1,500 in course fees but has his visa refused, 5% of $1,500 is $75. As this is a lesser amount than $500 this is what will be paid as a refund i.e., the refund amount will be $1,425.
The student is refused a visa and has already commenced their course.	The refund amount is calculated as follows: The weekly tuition fee x weeks in the default period. As an example, to illustrate this, Raj is studying a 40-week course. Each term is 10 weeks. The total fees for Raj's course are $10,000 in course fees and $500 in material fees. Raj pays the first term's course fees of $2,500 plus the material fee of $500. However, Raj completes 2 weeks (14 days) of his course but then has his visa refused. The weekly course fees for this course amount to $250 per week. The number of weeks in the default period is 8 weeks (56 days) i.e., to the end of the first term. Raj is therefore eligible to receive a refund of $2,000 i.e., the weekly course fees of $250 x the number for weeks in the default period of 8 weeks. Raj won't be eligible to have the material fees refunded.