



## Fees and Refund Policy

All refunds are subject to the guidelines outlined in ATQ COLLEGE's Student Refund Policy below.

Students are strongly advised to consult the Refund Policy before:

- withdrawing from a subject
- withdrawing from a Programme

Please note: ATQ COLLEGE reserves the right to change its fees, conditions, Course times or Course commencement dates.

### Refund Policy

#### -Refunds for International Students

Refunds Application Process –

- ATQ College refund policy applies to both commencing and re-enrolling students.
- To claim any refund, you must complete the ATQ College refund application form.
- The ATQ College refund application form is available through the ATQ College website or at our reception desk.
- Return the form along with proof of payment of course fees and copies of any supporting documents, (such as visa rejection letter, etc.) to ATQ College.
- Refunds will be paid in Australian dollars to the applicant only, unless authorisation is given by the student in favour of another party.
- Students will be sent/given a statement explaining how their refund was calculated.
- Refund cheques can be posted to an address in the student's country of origin.
- Money should be refunded to the student within 28 days of the refund approval date.
- The ATQ College Application processing/enrolment fee and college Course material fee are non-refundable, except in the unlikely event ATQ College is unable to provide the course offered.
- All course monies, including fees otherwise referred to as non-refundable, will be refunded as per ATQ College refund policy stated below.
- Any bank fees, fines, etc., incurred by ATQ College as a result of misinformation, error, etc., on behalf of a student, will be passed on to the student in addition to an administration fee of \$250.
- A further \$50 COE charge will be deducted if the student has not commenced the course and has applied for refund.
- If a student defers his/her course he/she is not eligible for a refund.
- If the student applies for deferment first, and then reapplies for a refund of course fee, a partial refund of 25% of the fees paid.
- False or misleading information in your application or during your course of study automatically disqualifies you from any refunds

Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student. This policy does not remove the right to take further action under Australia's Consumer Protection Laws (<http://consumerlaw.gov.au/>).



## **Refund – Visa Rejection**

- a. Tuition fees and OHSC are refunded in full, only if the student visa application is rejected. Students must submit written notification and copies of documents as evidence of the refusal, including a certified copy of the letter from the Australian Embassy, High Commission or immigration Office.
- b. If a visa application is rejected for a student applying for enrolment from offshore, then the tuition fees will be refunded in full provided that sufficient evidence of visa refusal is given to the institute by the refusing Australian Embassy, High Commission or Immigration Office. The application enrolment fee of AUD\$300 is not refunded. An administration charge of AUD\$250 will apply if Application/Enrolment Fees are waived due to special conditions/offers.
- c. If a visa application is rejected for a student applying for enrolment from onshore, before the date of the course commencement as indicated on the eCoE, then the tuition fees will be refunded in full provided that the rejection is certified. The Application/Enrolment Fee will not be refunded.
- d. If a visa application is rejected for a student applying for enrolment from onshore, if ATQ College Pty Ltd is not notified in writing and the course has already commenced as indicated on the eCoE (Confirmation of Enrolment), the current semester tuition fees paid will be forfeited. The Application/Enrolment Fee will not be refunded.
- e. Please note that the refund does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

## **Refund – Withdrawals Prior to Course Commencement**

- a. If a student withdraws from a course 10 weeks before the course start date a full refund is given (excluding the non-refundable Application/Enrolment Fee).
- b. Students must give written notice of their intention to withdraw from a course a minimum of 28 calendar days prior to the course commencement date. Within this period, tuition fees will be refunded less a cancellation fee of 25% of the total tuition fees already paid.
- c. Tuition fees for students who withdraw from their course less than 28 days prior to the course commencement date will only be refunded 50% of the total course tuition fees already paid

## **Refund – Withdrawals after Course Commencement**

- a. Accepted students who subsequently withdraw after course commencement will not have their tuition fees refunded except under exceptional circumstances.
- b. An administration charge of \$AUD250 will apply for withdrawals after course commencement.

### **Refund – Students Enrolled in Packaged Courses**

- a. No refunds will be made after the commencement date, of the course. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.

### **Refund – Courses Cancellations**

- a. No refunds will be made if a student cancels his/her course due to non-compliance with the conditions in the Enrolment Agreement at ATQ College Pty Ltd or any breach of the visa requirements of his or her visa imposed by the Australian Government. No refunds will be given to students who give false or misleading information to ATQ College Pty Ltd.

### **Refund – Provider Default, Reschedule or Cancelled**

- a. In the unlikely event that ATQ College Pty Ltd is unable to deliver its course in full; ATQ College Pty Ltd will refund all tuition fees paid within 14 days of the course ceasing to be provided.
- b. Alternatively, students may be offered enrolment in an alternative and suitable course within ATQ College Pty Ltd at no extra cost. Students will have the prerogative to choose whether they will accept a full refund of course fees or accept a place in another course. Course and other fees are not transferable to another student.



- c. If a student accepts placement in another course, the student will sign a new Enrolment Agreement with ATQ College Pty Ltd, and a new eCoE will be created.
- d. In the unlikely event that ATQ College Pty Ltd is unable to provide a refund or place the student in an alternative course offered by ATQ College Pty Ltd, Tuition Protected Scheme (TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student.
- e. Finally if in the event the Commonwealth managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to [www.aei.gov.au](http://www.aei.gov.au) for more information on the TPS.

### **Payment of Refunds**

- a. ATQ College Pty Ltd undertakes to effect payment for refunds within 28 working days of receipt of the written application or claim for refund.
- b. ATQ College Pty Ltd will deduct Bank charges for refunds made by bank draft or electronic transfer from the refund amount.
- c. Prior to any refunds the student will receive a statement that explains how the refund amount has been worked out.
- d. The Refunds Statement will be sent by email to the student. The statement will be written in clear, plain English, detailing:
  - i. The circumstances for refund
  - ii. How the calculations will be made
  - iii. The timelines for processing refunds
  - iv. The student's rights to pursue other legal action

### **Fees Paid to Third Party/ Agent**

- a. ATQ College Pty Ltd will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the applicant's.
- b. Fees paid by the student to a third party/person or education agent, who retains any portion of the payment for acting on the student's behalf or charges any additional fees, will not be refunded by ATQ College Pty Ltd, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent.

### **Complaints Relating to Refunds**

- a. If students have any complaints in relation to refund claims, they may take up the matter using ATQ College Pty Ltd's Complaints and Appeals Procedures.
- b. This agreement, and the availability of ATQ College Pty Ltd's Complaints and Appeals Processes, does not remove the right of the student to take action under Australia's consumer protection laws (<http://consumerlaw.gov.au/>).

### **Other**

- a. If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued.
- b. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- c. If a student changes courses after commencement of the course in which they were originally enrolled, they will be required to pay the fees that apply to such a course at that time.

### **Disenrollment**

The College reserves the right to dis-enrol a student for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.



## Other non-tuition fees

The fees applicable to each course and category of student and payment schedules are detailed in the offer letter.

Additional charges may apply include:

Fee Name	Description
The Application Processing Fee (sometimes referred to also as the Enrolment Fee)	The Application Processing Fee of \$300 is non-refundable and payable upon acceptance of an offer of enrolment along with your course fees. It can be paid on application as well
Material fees	\$150 per term
Interim Academic transcript	\$100
Interim attendance letter	\$100
Overdue tuition fee. 1-5 working days	\$200
Overdue tuition fee. More than 5 working days	\$400
Re-submission or Assessment late submission per unit (more than 5 working days)	\$50
Re- Assessment fee per unit (first re-assessment is free)	\$150 charge apply for 2 <sup>nd</sup> and 3 <sup>rd</sup> attempts separa
Re-enrolment fee	\$200
Refund processing fee	\$250
Re-issue of photo ID card	\$25
Re-site single whole subject	\$500
Re-submission or late submission of unit (after 1 week and more than 2 weeks after unit completion)	\$100
RPL fee per unit	\$500
Replacement certificate	\$50
Student letter by request	\$100
Course deferment fee	\$100
Cancellation of CoE(s)	\$50 per CoE