



Fees and Refunds Policy – International students

Fees and Refund

In accordance with applicable legislation, Tred Consultants 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, course materials or textbooks, 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 Tred Consultants. Fees must be paid in full within ten (10) days of receiving an invoice from Tred Consultants for the invoiced amount. Tred Consultants may withdraw an offer of enrolment or suspend/cancel enrolment if fees are not paid as required.

Students are required to pay a fee of \$300 on application (The application fee is non-refundable) and 1st semester's total tuition fee on successful admission to a programme. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each semester unless prior arrangements have been made and confirmed in writing.

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.

Students are required to pay a registration fee of AUD300* on application and a minimum of 1st semester fees on successful admission to a program. The balance of fees payable for the course must be paid at least 14 days prior to the commencement



of each semester (two semesters per year) unless prior arrangements have been made and confirmed in writing.

** The registration fee is non-refundable*

First semester fees must be paid before a Confirmation of Enrolment can be issued. Each subsequent semester fee must be paid in full, in advance in order to maintain a valid enrolment.

A 1.9% administration fee applies to all fees paid by credit card.

These fees are subject to variation from time to time in regard to CPI changes within Australia. Once enrolment has commenced there will be no change in fees payable by each individual student.

Refunds - Giving notice of enrolment cancellation / withdrawal

- **Prior to commencement.** A student who gives notice in writing of withdrawal or cancellation 28 days or more prior to the scheduled commencement date of the course will be entitled to a 70% refund of fees paid minus the application fee.
- A student who gives notice in writing of withdrawal or cancellation less than 28 days prior to the scheduled commencement date of the course will be entitled to a 50% refund of fees paid minus the application fee.
- **After commencement.** A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid.

A student who wishes to cancel their enrolment after the course has commenced, must give notice in writing. This may be via email or letter. Tred Consultants staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is



also to be advised of other options such as deferral or suspension of the enrolment. For further information on deferral or suspension, please refer to the Deferral, Suspension and Cancellation Policy.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with a Refund Request Form so the request can be properly considered by the Chief Executive Officer.

Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. This will be at Tred Consultants's convenience and with the approval of the Department of Education.

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 the application fee (\$300). Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Tred Consultants.

Refunds – Misconduct

No refund will be granted to a student whose enrolment is terminated for failure to comply with Tred Consultants's policies and procedures and the requirements of their visa by Dept. of Immigration and Border Protection (DIBP).

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 Tred Consultants (Provider default)

If Tred Consultants 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, Tred Consultants 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.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an application for refund of course fees. These can be requested via an email to: info@tredcollege.edu.au

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance or any other form of misconduct, then no fee will be refunded.



Refunds approved in accordance with this policy will be paid within four weeks of the Registrar receiving a written claim from a student.

This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the organisation's appeals processes.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, TrEd College may consider an individual's case. The final decision rests with the Chief Executive Officer of TrEd College or nominee.