



Private TAFE College

E TE A REFUND POLICY

E TE A Refund Policy is governed under the ESOS framework
www.aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf .

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

FEES

- A non-refundable \$250 Enrolment fee will be charged when a student formally accepts an offer from E TE A. The enrolment fee will be paid at the same time a student pays their first instalment of tuition fees.
- Invoiced tuition fees must be paid to E TE A and proof of receipt of payment must be confirmed before a Confirmation of Enrolment can be issued.
- E TE A is entitled to accept all tuition payments. However, should the intake be unavailable to the student after payment has been received, every reasonable effort will be made to accommodate the student in the next available intake.
- New students must pay the full amount of all invoiced tuition fees in cleared funds not less than 8 weeks prior to the commencement of the program.
- Re-enrolling/Continuing students must pay the full amount of all invoiced tuition fees in cleared funds by the due date stated on the invoice.
- E TE A reserves the right to review fees at any time.
- Any change in tuition fees will be advised in writing to current students and applicants, and will appear in all public, promotional and marketing materials, at least 3 months prior the commencement of the study period to which they apply.
- The new fees will apply to all payments due from the publicised effective date.
- Tuition fees and supplementary fees will be itemised on all invoices and in the application form.
- Where a student is required to repeat a course after all assessments are completed and the student does not attain competency in all units after two attempts, the student will be required first or second attempt, the student will be required to re-enrol and pay the current applicable tuition fee nominated for that course, on each occasion. (see www.etea.edu.au)
- Where a student receives a not-yet-competent grade for a unit of competency, on written request the student may be reassessed.

Each reassessment will incur a fee of \$500.

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- After issuance of an original Academic Transcript, Statement of Attainment or Parchment on completion of a program or part thereof, all additional requests will incur a charge of AUD\$50 per Academic Transcript or Statement of Attainment, and AUD\$50 for each additional ETEA Parchment.

ETEA DEFAULT

- If a student is unable to complete an ETEA program due to a default by ETEA, being the failure to start the program on the agreed starting date, the program ceasing after it starts and before it is completed or because a sanction is imposed upon, ETEA under relevant State or Federal legislation, the student shall be entitled to a refund or an alternative course in accordance with the provisions of the National Code of the Education Services for Overseas Students (ESOS) Act.

Where a refund is required, the amount of the refund will be paid within two weeks of the date of the default.

STUDENT DEFAULT

- Where a student is unable to commence an ETEA program as a result of a visa not being issued for whatever reason, a refund of fees or other compensation will be made in accordance with the requirements of the ESOS Act 2002, as amended and the National Code 2007.
- No refunds will be made where a student or applicant fails to complete, withdraws from, or does not commence an ETEA program, including where a) such failure to complete, withdrawal or non commencement results from changes to a student's visa status, or b) for visa cancellation, or student electing to transfer to a different provider, after the student has commenced.
- Where an applicant elects not to commence an ETEA program and gives notice in writing at least 28 days before the commencement of the program, 85% of any tuition fees paid for courses not yet commenced, will be refunded. The applicant may elect to have any paid tuition fees transferred to an alternative ETEA program if he or she has an approved application for the alternative program. If an applicant gives less than 28 days notice he or she will not be entitled to any refund or transfer of fees.

DEFERRING COMMENCEMENT

- Where an applicant elects to defer commencement of an ETEA program for which an Acceptance Of Offer form has been signed, any tuition fees or deposits paid will be held for up to 12 months from the original commencement date, to be applied to the new commencement date, on the condition that the written application to defer commencement has been received from the applicant by ETEA not less than 28 days prior to the original commencement date.
- Every reasonable effort will be made to accommodate the applicant in a later course of his or her choice. If the fee for the course to be attended is greater than that of the course originally selected, the applicant shall pay the balance in cleared funds to ETEA within a designated time frame.
- Once the 12 month period after deferment lapses the applicant would be required to re-apply to ETEA. (see www.etea.edu.au/application)

PAYMENT

- Any student refusing to pay fees after requests have been made, in writing to the most recent address provided by the student, shall not receive any form of award or recognition of courses undertaken and shall be refused entry into classes until fees have been remitted to ETEA in full.
- ETEA will also pass on any costs incurred to collect outstanding monies.

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APPLICATION AND ENROLMENT CONDITIONS

- ETEA reserves the right at its absolute discretion to reject any application or enrolment, and it shall be under no obligation whatsoever to give reasons for its decision. ETEA can, as part of the application process, interview students who have applied for ETEA courses.
- All students are bound to comply with the conditions stated in the ETEA Student Handbook which are subject to change from time to time.
- The student is obliged to notify ETEA of any change of address while enrolled in a course.
- ETEA shall be under no liability whatsoever to any student for any loss or damage, sustained at or upon the School's premises however caused, and whether in respect of any negligent act or omission by ETEA, its employees, agents or servants or otherwise.
- ETEA shall be under no liability whatsoever to any Student for any loss or damage, suffered by reason of the failure of ETEA, its employees, agents or servants to notify the student of any risk or danger of which they had no prior knowledge nor ought reasonably to have had such knowledge.
- ETEA reserves the right in its absolute discretion to review and alter the organisation and/or structure of the program at any time in accordance with its governance structures.
- If any material alteration is made before the commencement of a program, ETEA will make all reasonable efforts to notify any applicant so affected.
- It is a condition of enrolment and responsibility of the student to ensure they hold appropriate medical insurance cover.
- ETEA reserves the right and liberty to use promotional work taken in the form of photography, films or reproductions for the purpose of advertising, photography and publicity either wholly or in part, in any manner or form whatsoever and in any medium, either separately or in conjunction with other photographs, films or reproductions thereof.
- No student shall be entitled to use the name "ETEA" under any circumstances or at any time or in any place whatsoever, whether before, during or after their program and whether as a trade mark, company or trading name or otherwise, regardless of the service or products presented with no time or geographical limitation.

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