



## Policies and Procedures

### INTERNATIONAL STUDENT FEES POLICY

#### Course Fees Policy

Bedford College Management and staff provide timely and accurate information on the course related fee requirement to enrolling and enrolled students of Bedford College.

#### Course Fees Procedure

The Marketing/Student Services Officer shall:

- ensure that all information contained in marketing and advertising material that relates to course fees are accurate and relevant to current fee policy, and that students are informed prior to any course fee changes.
- on receiving an enquiry or written application from a student or advice from the Overseas Student Contact Officer (Agent) concerning course fee refunds, provide the enrolled or enrolling student with information relating to and access to the course fee refunds procedures.
- on receiving an enquiry or written application from a student or advice from the Overseas Student Contact Officer; advise the Registrar of the pending application.

#### Course Fee Refunds Agreement

*Please note: Your application for a refund must be made in writing to the Registrar. Any refund due will be paid to you within 28 days of receipt of your claim.*

- If you cancel your enrolment 28 days or more before the course starting date, prepaid tuition fees are fully refundable
- If you can cancel your enrolment within 28 days of the course starting date, prepaid tuition fees are refundable less a \$1000 administration fee
- If you cancel your enrolment on or after the starting date, any tuition fees paid are non-refundable
- If your application for a student visa is refused, prepaid tuition fees are fully refundable. (Your application for a refund must be made in writing to the Registrar together with a letter from the embassy refusing your visa application. Refunds will only be made in your home country or via your agent upon receipt of your written authorisation)
- Under the ESOS Act, deferment of your course start date may only be granted in exceptional circumstances (e.g. family bereavement, etc)
- Under the ESOS Act, Bedford College will refuse to provide, or continue providing, the course to a student due to one or more of the following (any prepaid tuition fees will be non-refundable):
  - The student failed to pay an amount he/she was liable to pay to the provider, directly or indirectly, in order to undertake the course;
  - The student breached a condition of his/her visa;
  - Misbehaviour by the student.
- If the course does not start on the agreed starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full (known as provider default), such situations are covered by the provisions of the ESOS Regulations 2001.
- The agreement and the availability of a grievance/complaints process, does not remove the right of the student to take action under Australia's consumer protection laws.