

Tuition Fees & Refund Policy – International Students

PERTH COLLEGE OF BEAUTY THERAPY Management and staff will provide timely and accurate information on the course related fee requirements to enrolling and enrolled students of PERTH COLLEGE OF BEAUTY THERAPY.

Fees Procedure

The Enrolment Manager shall:

- Ensure that all information contained in marketing and advertising that relates to tuition fees are accurate and relevant to current fee policy, and that students are provided with 30 days notice prior to any tuition fee changes.
- On receiving an enquiry or written application from a student or advice from the overseas student contact officer concerning tuition fee refunds, provide the enrolled or enrolling student with information relating to and access to the tuition fee refunds procedures.
- On receiving an enquiry or written application from a student or advice from the overseas student contact officer; advise PERTH COLLEGE OF BEAUTY THERAPY management of the pending application.

TPS (Tuition protection service)

The tuition protection service (TPS) is an initiative of the Australian Government to assist those international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

Please ask for a fact sheet for more information.

To comply with amended ESOS act regarding tuition fees, Perth College of Beauty Therapy will not invoice a student for more than 50% of the total tuition fee before they commence their course. If a course is more than 1 unit of study the tuition fees for the subsequent units of study will be collected 2 weeks before the start of each unit of study.

Tuition Fee Refunds

PERTH COLLEGE OF BEAUTY THERAPY will provide a total refund of Tuition fees paid in advance or for tuition already received where:

- a) The course does not start on the agreed starting day.
- b) The course ceases to be provided at any time after it starts but before it is completed; or
- c) The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Should PERTH COLLEGE OF BEAUTY THERAPY be unable to deliver its courses to enrolled students, a full refund of tuition fees will be paid to enrolled students within 14 days of the default day which will be determined as the day in which the course was scheduled to commence. Alternatively the student may be offered an alternative course(s). The alternative course arrangement will be at PERTH COLLEGE OF BEAUTY THERAPY's expense. The student's written acceptance of the alternative course offer will relieve PERTH COLLEGE OF BEAUTY THERAPY's liability to provide a refund to the student.

PERTH COLLEGE OF BEAUTY THERAPY will refund prepaid tuition fees directly to the student, or if a person (other than the student) is specified in the written agreement to receive any refund under this section – the specified person.

In the case of a visa refusal, PERTH COLLEGE OF BEAUTY THERAPY will process the written application for refund of tuition fees and refund within four weeks of PERTH COLLEGE OF BEAUTY THERAPY receiving the student's written advice of visa refusal.

Courses longer in duration than 10 weeks

Where a written application is received for a Tuition fee refund PERTH COLLEGE OF BEAUTY THERAPY staff will:

- Provide a total refund of tuition fees paid in advance where a visa has been denied, less the application fee.
- Provide a full refund of tuition fees paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.
- Provide a partial refund of tuition fees paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 70% of a unit of study fees, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.
- Provide a partial refund of tuition fees paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a unit of study fees, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.
- Provide a partial refund to students who withdraw after the commencement of the course up till the first 4 weeks. There will be no refund for the current unit of study. Future units of study will be refunded in total, less the maximum of 5% or \$500, whichever is the lesser, for administrative expenses.

Should PERTH COLLEGE OF BEAUTY THERAPY Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences PERTH COLLEGE OF BEAUTY THERAPY will provide a full refund of course money.

Should PERTH COLLEGE OF BEAUTY THERAPY Management withdraw a student from a Course because the student has seriously breached student visa conditions or PERTH COLLEGE OF BEAUTY THERAPY's rules of enrolment, no refund of the current unit of study fees and a full refund of fees paid for any additional semester/s will apply.

PERTH COLLEGE OF BEAUTY THERAPY staff shall ensure that students who dispute the refund procedures are provided with the access to the PERTH COLLEGE OF BEAUTY THERAPY complaints & appeals procedure.

PERTH COLLEGE OF BEAUTY THERAPY's refund policy 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.

Refund Procedures

Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Deputy Principal:
PO Box 501, Victoria Park 6979 or email admin@perthcollege.com.au
- State valid reasons for their course refund application.
- Allow 7 days for the application to be processed by PERTH COLLEGE OF BEAUTY THERAPY Management
- Recognise that PERTH COLLEGE OF BEAUTY THERAPY's Management refund policy 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.

When receiving a written tuition fees refund application the Deputy Principal shall:

- Present the application to PERTH COLLEGE OF BEAUTY THERAPY management

- Provide the student in writing the resulting decision of PERTH COLLEGE OF BEAUTY THERAPY Management and detail the way in which the refund has been calculated.
- Advise the student of their right to appeal the decision of PERTH COLLEGE OF BEAUTY THERAPY Management.