

## **Fees and Refund Policy**

In accordance with applicable legislation, Complete Qualifications is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

### **Fees payable**

Fees are payable when the student has received a confirmation of enrolment and an invoice for the enrolment fee. Fees must be paid in full within five (5) days of receiving this notification from Complete Qualifications. We may cancel an enrolment or discontinue training if fees are not paid as required. Fees will vary for different training programs. For a full list of current fees and charges please refer to the Complete Qualifications schedule of fees and charges on CQ website.

### **Replacement of text and training workbooks**

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Complete Qualifications will not refund monies for the text. For a full list of replacement charges please refer to the Complete Qualifications schedule of fees and charges on our website.

### **Giving notice of enrolment cancelation**

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Complete Qualifications staff who are approached with initial notice of cancelation 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 suspending the enrolment and re-commencing in another scheduled training program.

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 the request form so the request can be properly considered by the Chief Executive Officer.

## Refunds

The following refund policy will apply:

- Students who give notice to cancel their enrolment prior to the commencement of a program will be entitled to a full refund of course fees paid.
- Students who give notice to cancel their enrolment less than 10 days after commencement of a program will be entitled to an 80% refund of course fees paid.
- Students who cancel their enrolment more than 10 days after a training program has commenced will not be entitled to a refund of fees.
- Enrolment fee and course material fee are not refundable.
- No other refunds will be granted.

## No Refund will be made by Complete Qualifications:

- **Withdraw more than 10 days after commencement:** if a student withdraws from a course any time more than 10 days after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to Complete Qualifications.
- **Suspension and Cancellation:** where a student has had their enrolment cancelled by Complete Qualifications and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.

- **Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- **Fail to complete pre-course information:** No refunds will be provided for students who are unable to attend their course due to not completing their pre-course information, including Unique Student Identifier number before the course commences.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Note.** If for any reason Complete Qualifications is unable to fulfil its service agreement with a student, Complete Qualifications must issue a full refund.

## **Protecting fees being paid in advance**

Complete Qualifications acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Complete Qualifications adopts option 3 and may accept payment of no more than \$1500 from each individual student prior to the commencement of the course.

Following the course commencement, Complete Qualifications may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be based on the costs of the student's training and assessment which is yet to be delivered to the student.

## **Keeping students informed**

To ensure that students are well informed of the financial considerations of their enrolment, Complete Qualifications undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Complete Qualifications refund policy.

## **Student complaints about fees or refunds**

Students who are unhappy with Complete Qualifications arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Complete Qualifications complaints policy and procedure.