



## Refund Policy and Procedure

GCLC has a fair and equitable refund policy and procedure that is compliant with AQTF and ESOS requirements. This policy is provided to students prior to any contract being signed OR prior to any payment of the course (whichever happens first).

GCLC supports *National Standard 3 Formalisation of Enrolment, AQTF requirements and Education (Overseas Student) Regulation 1998*. Students are to be given every opportunity to achieve their educational objectives while in Australia.

GCLC has implemented policies and procedures to ensure students are protected by the provision of the *ESOS Act 2000 and by ESOS Regulations 2001*.

Domestic students are protected by the *Australian Council for Private Education and Training (ACPET)*.

The refund policy and procedure is to be made available to students through our website, Pre-Information booklet and Student booklet.

- Administration fees and Homestay Placement fees are non-refundable.
- A written letter will be required from any student requesting any refunds. The written letter must be submitted to the Manager by email [manager@goldcoaststudy.com](mailto:manager@goldcoaststudy.com) or posted to GCLC's postal address at PO Box 567 Surfers Paradise QLD 4217 Australia.
- If the required visa is not granted, a full refund of tuition fees will be made, provided that sufficient evidence of visa refusal is given to the college by the refusing Australian Authority.
- If the college receives written notice of cancellation of enrolment 28 days prior to the course commencement, a full refund of tuition fees will be made.
- If the college receives written notice of cancellation less than 28 days prior to the course commencement, a refund of 50% of tuition fees will be made.
- No refund will be given if a course is cancelled on or after the date of commencement.
- Any special discount that applied to the original enrolment will take place at the end of the course. If, due to exceptional circumstances, such as serious illness or bereavement, a monetary credit for study weeks is granted, it will include only paid weeks remaining and will be valid for a period of 12 months from the date of issue.
- There are no refunds given if a student withdraws voluntarily, if a student is dismissed or if a student is in breach of Australian Government regulations or the GCLC Code of Conduct.

- Any refunds will be paid within 4 weeks of receipt of written application. All refunds will be made in Australian Dollars. Gold Coast Learning Centre shall pay any refund granted directly to the person who enters into the contract with Gold Coast Learning Centre, unless the person gives a written direction to the Gold Coast Learning Centre to pay the refund to someone else.
- In the unlikely event that Gold Coast Learning Centre is unable to deliver a course in full, a full refund will be made to the student of all the course monies which have been paid to date. The full refund will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course by Gold Coast Learning Centre at no extra cost. The student has the right to choose between a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted.
- If GCLC is unable to provide a refund or place the student in an alternative course our Tuition Assurance Scheme (TAS), the Australian Council for Private Education and Training (ACPET) will place you in a suitable alternative course at no extra cost.
- Finally, if The Australian Council for Private Education and Training (ACPET) cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.
- Homestay fees – if written cancellation is received 14 days prior to the student's arrival at the Homestay a full refund of unused fees is available. If the student's visa application is rejected the Homestay payment will be refunded in full. If the student cancels their accommodation request once they are in the homestay, a minimum of two weeks' rent is to be paid. The student must give at least two weeks' notice if they wish to change their accommodation.
- Airport Pick Up fees – if written cancellation is received 7 days prior to airport pickup a full refund of unused fees is available. If the student's visa application is rejected, the Airport Transfer payment will be refunded in full. If the student's airline flight details change, notice must be given by contacting the emergency after hours contact number: 0431536995. If less than 24 hours notice is given, the student will incur another airport transfer fee.
- Refer to GCLC's dispute resolution processes, if the student is not happy with any of the above mentioned processes.

This agreement does not remove the right to take further action under Australia's consumer protection laws. If Gold Coast Learning Centre defaults, refunds cannot be covered by the written agreement. For international students such situations are covered by the provision of the ESOS Act 2000 and by ESOS Regulations 2001.

### **Procedure**

- All monies received are placed in a separate holding account and are not accessed until the course commences. A relevant proportion of the fees for the course will

remain in that account until the course is completed to ensure appropriate refunds are available for eligible clients.

- Once GCLC receives the written letter requesting the refund, the Enrolment Officer will calculate the refund based on the refund policy above.
- The Enrolment Officer passes the refund form to the Accounts Officer to check the calculation then passes to the Manager for final approval.
- The Accounts Officer arranges the payment to the student.
- Any refunds will be paid within 4 weeks of receipt of written application. All refunds will be made in Australian Dollars. Gold Coast Learning Centre shall pay any refund granted directly to the person who enters into the contract with Gold Coast Learning Centre, unless the person gives a written direction to the Gold Coast Learning Centre to pay the refund to someone else.
- The college will provide a written statement that explains how the amount has been worked out, as required in sub-regulation 3.19 of the ESOS Regulations.