Fees and Charges Policy

1. Purpose

The purpose of the Fees and Charges Policy is to describe the circumstances under which fees are charged and requirements for payment.

2. Scope

This policy applies to all students in the following areas:

- Government Subsidised Fees.
- Fee for Service Fees.
- Short Course Fees.
- VET in Schools Fees.
- International Fees.

3. Policy

- Tuition fees are set per course by the Program Support Office in conjunction with each program area.
- Materials fees are set per course by the Program Support Office in conjunction with each program area.
- The Education Levy is set by the Executive Director of Student Experience
- Indicative fees for each course are available on the Gordon's website.
- Prior to enrolment government subsidised students will be provided with a Statement of Fees detailing indicative fee totals for the course they have applied for.
- When students re-enrol into units due to failure or withdrawal they will be charged the appropriate fees and charges
- Students will be expected to pay fees or make alternative arrangements in line with fee due dates.
- Relevant students will be issued with a VET Student Loan Fee Notice 14 days prior to each census date. This will provide information about the tuition fees to be covered by the VET student loan, the amount of HELP debt to be incurred by the census date, and those payable by the student over the loan cap by the census date.
- Within 28 days of each census date passing, relevant students will be issued with a Commonwealth Assistance Notice (CAN). This will detail the VET student loans debt that has been incurred for their course and will allow them to keep information on their remaining FEE_HELP balance.
- Refer *Fees and Charges Procedure about fee configuration STS PR 02*

4. Domestic Students

4.1 Charging of fees

4.1.1 Eligibility

Eligibility for Government Subsidised fees will be assessed before enrolment into every new course. For more information and details of the eligibility criteria, please refer to the Fees and Charges Brochure.

Students not eligible for government subsidised fees will pay a fee for service rate.

Note: Government subsidies on tuition fees are available to eligible individuals up to a maximum number of nominal hours for each course. Once individuals have accessed the full subsidies, any subsequent enrolments will be charged at a fee for service rate.

4.1.2 Fee types

Course fees are made up of three components:

Tuition contribution: Tuition fees are charged for every enrolled and exempt (Recognition of Prior Learning) scheduled hour. The scheduled hours vary depending on the requirements of the unit and the rate per hour also varies for each course.

Education Levy: The Education Levy funds Learning Support Services that assist students to succeed in their studies. It is a compulsory fee charged at a rate per per nominal hour. This fee is charged to all students excluding Short Course students, VET Delivered to Secondary School students and International students.

Resource and materials: Some courses have additional costs to cover course materials and other incidentals such as tools for trade, equipment, textbooks, excursions etc. This fee will vary according to the course being undertaken. Students will be advised if these expenses apply to them. Appropriate teachers/staff will provide an itemised list.

Fees will be calculated at the time of each enrolment. Any additional enrolment will attract the appropriate fees.

4.1.3 Concessions

Students eligible for Government subsidised training and enrolling in a Certificate I-IV, course who hold a valid one of the below concessions at the time they enrol, will pay 20% of the published tuition hourly rate:

- Commonwealth Health Care Card.
- Pensioner Concession Card.
- Is a dependent spouse or dependent child of one of the above cardholders.
- Veterans Gold Card.

Evidence of a student's eligibility for concession must be provided prior to enrolment and no later than 6 weeks from course or unit commencement. We will validate card details via the Commonwealth Document Verification System or sight the original and retain a copy of the concession card if that is not possible.

Aboriginal and Torres Strait Islanders: Provided they meet the eligibility criteria for the Victorian Skills First Program, indigenous students will pay 20 per cent of the published standard Tuition Contribution Fee and a reduced amenities hourly rate. Those who do not meet the eligibility criteria will be charged fee for service.

Important: A concession does not apply for students enrolling into a Diploma or Advanced Diploma unless the student is Indigenous. Concession ONLY applies to the tuition portion of eligible student's fees.

4.2 Payment of fees

4.2.1 Payment requirements

Certificate I-IV courses: Course fees are charged at enrolment and are payable on or before 14 days after each units' start date.

If students are unable to pay the full fee up front they may be eligible to apply for a payment plan (see payment options).

Diploma and above courses: Course fees are charged at enrolment. Materials fees are payable on or before 14 days after each units' start date. Tuition Fees are charged at enrolment and are due on the census date of each unit. By this date, the student must have either paid the fee in full or have applied to defer tuition fees for their course to a VET Student Loan.

4.2.2 Payment options

Upfront payment: Payment can be made at the following Customer Service locations via: credit card or EFTPOS.

Payments can also be made online by logging onto your eCentral account and access your My Finances page.

Payment plan:

Certificate I – Certificate IV Courses: If a student is unable to pay their fees for any Certificate I to IV level course they may apply for a Fee Payment Plan.

Students need to ensure that if applying for a payment plan, they submit an application well prior to the fee due date. The student will be advised if their application has been approved.

If the Fee Payment Plan application is approved the following applies:

- An administration fee will be charged when setting up a payment plan
- The total fee must be a minimum of $500
- Students will be required to make all further payments via regular Direct Debit
- If the Fee Payment Plan application is not approved, other options will be advised at this time.

Diploma and Advanced Diploma Courses: Students eligible for a VET Student Loan may only apply for a Fee Payment Plan for tuition fees over and above their course loan cap as well as other additional expenses and levies NOT tuition amounts that are eligible to be deferred to a VET Student Loan

Students who are not eligible for a VET Student Loan may be eligible to apply for a Fee Payment Plan for all fees.

The Gordon reserves the right to change the terms and conditions of the Fee Payment Plan without notice.

- **VET Student loans:** Students studying certain Diplomas and Advanced Diplomas who elect not to pay their tuition fees upfront may be eligible to apply for a VET Student Loan to defer the cost of their Tuition Contribution. Courses will be subject to maximum loan caps and students will be required to pay any fee over and above that cap.

- **Scholarships and grants:** Scholarships help students pay the financial costs of studying at The Gordon. Scholarships range from $500 to $5000 and are awarded to students to help cover the costs associated with studying.

Refer to our website's scholarship page for further information on scholarship types and application details.

4.2.3 Third party paying fees

Fees will only be deferred to a third party if the student provides a fully authorised 'Authority to Invoice' form available from the Customer Service Office or teaching departments at The Gordon. No other forms of authority will be accepted.

This authority must be approved by the Finance department before any fees are deferred.

Fees charged will remain on the students account until the "Authority to Invoice' has been approved and actioned. If not approved the fees will be the responsibility of the student.

4.3 Fee Sanctions

4.3.1 Outstanding fees on the student account

Fee sanctions will be applied to the student's account 1 day past the due date of the fees.

If fees are not paid on time, or alternative arrangements made, students will not be permitted to undertake any new courses, enrol into further units in their current course and will be unable to access any results or have certificates or statements issued until the fees are paid.

Any student with outstanding fees for previous courses or study will not be enrolled into any further units until the overdue fees are paid.

Students will be charged penalty charges on any outstanding fees payable to The Gordon and if they default in payment of any invoice when due, will indemnify The Gordon from and against all costs and disbursement

incurred by The Gordon in pursuing the debt including legal costs on an indemnity basis and The Gordon's reasonable collection agency costs.

4.4 Refund of fees

4.4.1 Certificate I-IV courses

In order to cancel or withdraw enrolment from a course or unit, students must provide advice in writing to our Customer Liaison Office or their teaching department. The date this advice is received is the student's official withdrawal effective date and determines whether their tuition fees are refunded or credited.

To be eligible for a refund or credit of materials fees and other levies, students must complete, sign and return a 'Withdrawal and Refund Request' form available from our Customer Service Office, their teaching department or online via their eCentral account.

If enrolment is cancelled prior to the course start date, a full refund or credit of all fees and levies will be provided. Any materials provided must be returned un-used before the cost of these will be refunded or credited.

If enrolment is withdrawn within 30 days of the unit's start date, all tuition and Education Levy fees charged for that unit will be refunded or credited. Any portion of any other fees or levies to be refunded or credited will be at the discretion of the Program Area.

If the enrolment is withdrawn more than 30 days after the unit's start date, there will be no refund or credit of tuition or Education Levy fees. Any portion of any other fees or levies to be refunded or credited will be at the discretion of the Program Area.

Refunds or credits may be available for unit withdrawals, recognition of prior learning, course cancellation or RTO closure.

Please note: If a student's fees remain unpaid at the time they cancel\withdraw and that cancellation\ withdrawal is more than 30 days after the unit's study period start date, the student will still be liable to pay those outstanding fees. Outstanding fees remain on a student's record indefinitely and will affect future enrolment.

Students are required to discuss a course withdrawal/cancellation with their applicable teaching department prior to completing a withdrawal or refund request form.

The method of payment for refunds will be via direct deposit or credit card dependant on the original method of payment.

Any students who fail to attend and do not officially withdraw from their enrolment in writing, and have fees outstanding after the teaching department makes the decision to withdraw in line with Gordon policy, will still be liable for their enrolment fees.

Students will be charged penalties charges on any outstanding fees payable to the Gordon and if they default in payment of any invoice when due, will indemnify the Gordon from and against all costs and disbursement incurred by the Gordon in pursuing the debt including legal costs on an indemnity basis and the Gordon's reasonable collection agency costs.

Extraordinary circumstances - Under extraordinary circumstances a full or partial refund may be approved by the Chief Executive Officer of The Gordon (or delegate). Students must complete the *Application for Refund of Fees via eCentral,* attaching any relevant supporting evidence. Each case will be considered on its merits.

4.4.2 Diploma and above courses (including VET Student Loans)

In order to cancel or withdraw from a course or unit, students must provide advice in writing to our Customer Liaison Office or their teaching department. The date this advice is received is the student's official withdrawal effective date and determines whether tuition and amenities fees are credited or refunded.

To be eligible for a refund or credit of materials fees and other levies, students must complete, sign and return a 'Withdrawal and Refund Request' form available from our Customer Service Office, their teaching department or online via their eCentral account.

If enrolment is cancelled prior to the course start date, a full refund or credit of all fees and levies will be provided. Any materials provided must be returned un-used before the cost of these will be refunded or credited.

For all courses at the Diploma and Advanced Diploma levels, a refund or credit of all tuition fees charged for the unit will be made if the withdrawal is prior to the unit census date. Any portion of any other fees or levies to be refunded or credited will be at the discretion of the Program Area.

Once the census date passes there are no refunds or credits applicable to tuition fees.

Please Note: If a student's fees remain unpaid at the time they cancel/withdraw and that cancellation/withdrawal is outside the refund rules outlined above, the student will still be liable to pay those outstanding fees. Outstanding fees remain open on a student's record indefinitely and will affect future enrolment if they remain unpaid.

Students are required to discuss a course withdrawal / cancellation with their applicable teaching department prior to completing a withdrawal or refund request form.

The method of payment for refunds will be via direct deposit or credit card dependant on the original method of payment.

Students who fail to attend and do not officially withdraw in writing from their enrolment and have outstanding fees after the teaching department makes the decision to withdraw in line with Gordon policy, will still be liable for their enrolment fees.

Students will be charged penalties on any outstanding fees payable to the Gordon and if they default in payment of any invoice when due, will indemnify the Gordon from and against all costs and disbursement incurred by the Gordon in pursuing the debt including legal costs on an indemnity basis and the Gordon's reasonable collection agency costs.

Extraordinary circumstances: Under extraordinary circumstances a full or partial refund may be approved by the Chief Executive Officer of The Gordon or their delegate. Students must complete an *Application for Refund of Fees via eCentral,* attaching any relevant supporting evidence. Each case will be considered on its merits. Students applying for a refund under the special circumstances provision should document their case for consideration within the timelines stipulated in the VET Student Loans Reviews Procedure.

Refunds are available for course cancellation or RTO closure.

5. Short Courses

5.1 Charging of Fees

5.1.1 Eligibility

Most Short Courses are run on a fee for service basis only, however some are taught from accredited units for which government subsidies may be accessed by eligible students.

Please note that undertaking a short course as a Government Subsidised student may affect eligibility for future government subsidised study. Please see the Fees and Charges Brochure for more information on the current eligibility criteria.

5.1.2 Fee Types

Tuition contribution: Tuition Fees cover the cost of running the course and are charged either at an hourly rate (Government subsidised) or a fixed fee (fee for service). Please refer to the section on Tuition Fees in Domestic Students above for more specific information.

Resource and materials: Some courses have additional costs to cover course materials and other incidentals such as tools for trade, equipment, textbooks, excursions etc. This fee will vary according to the course being undertaken. Students will be advised if these expenses apply to them. Appropriate teachers/staff will provide an itemised list.

5.1.3 Concessions

Some Short Courses offer discounts when students enrol as a group or for corporate agreements. Please refer to website for more specific information on these courses.

Students enrolling in a Government Subsidised place in a Short Course are eligible to pay 20% of the Standard hourly rate and a reduced amenities fee if they are indigenous or the accredited units are part of a Certificate I-IV course and they present a valid concession card at the time of enrolment. Please refer to the section on concessions in Domestic Students on page 3 of this policy for more specific information.

5.2 Payment of Fees

5.2.1 Payment requirements

Course fees are charged at the time the short course is booked and are payable immediately. Students will not be admitted into the short course without payment being made.

5.2.2 Payment options

Payment for non-accredited short courses is made through the Gordon Short Course booking form on the website. Admission into the course will not occur if payment is not confirmed during this process.

Payment for accredited short courses can be made at the following Customer Service locations via: credit card or EFTPOS.

Payments can also be made online by logging onto your eCentral account and access your *My Finances* page.

5.2.3 Third party paying fees

Enrolments that are to be invoiced to a company must be accompanied by a purchase order or a Gordon authority to invoice form.

5.3 Fee sanctions

5.3.1 Outstanding fees on the student account

Fee sanctions will be applied to the student's account 1 day past the due date of the fees.

If fees are not paid on time, or alternative arrangements made, students will not be permitted to undertake any new courses, enrol into further units in their current course and will be unable to access any results or have certificates or statements issued until the fees are paid.

Any student with outstanding fees for previous courses or study will not be enrolled into any further units until the overdue fees are paid.

Students will be charged penalty charges on any outstanding fees payable to The Gordon and if they default in payment of any invoice when due, will indemnify The Gordon from and against all costs and disbursement incurred by The Gordon in pursuing the debt including legal costs on an indemnity basis and The Gordon's reasonable collection agency costs.

5.4 Refund of fees

Refunds will be made in the instance that;

Courses with low enrolments may be postponed or cancelled. A transfer option or a full refund will apply in this instance.

Cancellation by the student, sponsor or employer, notice of cancellation must be given five working days prior to commencement of the course. A full refund less a $20 administration fee will apply. If less than five working days' notice before the course start date is given no refund will be granted. In the event of extenuating circumstances participants must apply in writing, attaching any relevant documentation. Each case will be considered individually. A $20 administration fee may also apply.

Please note refunds will be issued within 10 – 15 working days.

6. VET Delivered to Secondary Schools

6.1 Charging of fees

6.1.1 Eligibility

VET Delivered to Secondary Schools programs are not Government Funded. To be eligible for a VET Delivered to Secondary Schools program, the student must be enrolled at a Secondary College.

6.1.2 Fee types

Course fees: VET Delivered to Secondary Schools fees are charged at a fixed rate based on the enrolled course.

Essential course requirements: Some courses have additional costs to cover course materials and other incidentals such as tools for trade, equipment, excursions etc. This fee will vary according to the course being undertaken and will be charged to the school. The schools will advise if parents are required to pay any amount of these fees.

Books and other resources: Some VET Delivered to Secondary Schools programs will require books and other resources to be purchased from the Bookshop. Students will be advised if these expenses apply to them.

6.1.3 Concessions

VET Delivered to Secondary Schools enrolments are not Government Subsidised so concessions are not applicable.

6.2 Payment of fees

6.2.1 Payment requirements

All VET Delivered to Secondary Schools fees are charged directly to the schools and are due in two instalments; one in April and one in November of each year.

6.2.2 Refund of fees

For all VET Delivered to Secondary Schools courses, a full refund or credit of fees, less any materials used for passed units, will be made if notice of withdrawal from the unit or course is received within the first 28 days after course commencement.

6.2.3 Transfers

During any calendar year, students who transfer from their Vet Delivered to Secondary Schools program to an apprenticeship/traineeship in the same program area and The Gordon is the RTO for that enrolment, adjustments to fees and charges for the VET Delivered to Secondary Schools program will be determined on an individual basis having regard to the date of transfer, processed results and any other related matters.

For such consideration to apply; the college must follow The Gordon's formal withdrawal procedures including the use of The Gordon's withdrawal form. Evidence of completed enrolment into the apprenticeship/traineeship program must also be supplied.

7. International Students

7.1 Charging of fees

7.1.1 Fee types

Tuition: Tuition Fees (course fees) are charged per course and depend on the course being undertaken. Tuition fees are listed on The Gordon website and provided to the student in the letter of offer. Fees are subject to an annual increase of not more than 7%.

Resource and materials: Some courses have additional costs to cover course materials and other incidentals such as tools for trade, equipment, textbooks, excursions etc. This fee will vary according to the course being undertaken. Students will be advised if these expenses apply to them. Appropriate teachers/staff will provide an itemised list. Fees are subject to an annual increase of not more than 7%.

7.1.2 Service Fees

Health cover: Students are required to have Overseas Student Health Cover (OSHC) as part of visa requirements. If the student chooses to arrange OSHC via The Gordon, the health cover fee is charged to the student.

Airport pick up: If the student requests Airport pick up, a service fee is charged for students enrolling for 20 weeks or less of study.

For students enrolling for more than 20 weeks of study no service fee is charged

A late fee applies if the Airport Pickup / Application Arrival Notification for International Students is received less than 7 days from the arrival date.

Accommodation: Homestay: If a student requests assistance with homestay arrangements, the student is charged a homestay placement fee. For students enrolling for 20 weeks or less of study they are charged when they apply for Homestay. For students enrolling for more than 20 weeks of study no homestay arrangement fee is charged.

A late fee applies if the Homestay Application for International Students is received less than 14 days from the arrival date.

Student Residence: A long term room charge per week, bond fee, activity fee and mattress cleaning fee are charged to students. These fees are charged as per the Student Residence rental rates available in the Student Residence Booklet on The Gordon website.

7.1.3 Payment of fees

Commencing Students Payment Requirements: Payment must be received for the application to proceed to enrolment stage. Deposit must be paid before issuing the Confirmation of Enrolment.

Any exceptions to this must be approved in advance by the Manager Commercial Operations and International or the Executive Director of Commercial Business

Award Course: The amount of payment required to accept a student's offer (deposit) is the first semester of the award course tuition fee and any resource / material fees.

If the course is only one semester the full course fee and any resource / material fees is required.

Remaining Tuition fees are due prior to the commencement of each semester. The fee due dates are listed in the students offer letter.

Health Cover: If the student chooses to arrange OSHC via The Gordon, the amount is owing is issued to student in the offer letter. The full amount (for the duration of the student visa) must be paid before the Confirmation of Enrolment (CoE) can be issued.

Accommodation: *Homestay:* A $275 Accommodation Arrangement Service Fee is charged for students enrolling for 20 weeks or less of study. For students enrolling for more than 20 weeks of study no homestay arrangement fee is charged.

A late fee of $275 applies if the Homestay Application for International Students is received less than 14 days from the arrival date

Student Residence: Students who accept a place at the Campus Residence will be required to pay two weeks' rent in advance ($310) and a bond of $620and the activity fee $80 to accept their offer of a room.

Rent $155 is payable each week, charged on a fortnightly basis.

A mattress cleaning fee $50 is charged to students on vacating the Campus Residence.

The bond fee $620 is refunded at the conclusion of the rental period provided there is no damage and the room condition is approved by the Residence Manager.

The two weeks' rent in advance ($280) will not be refunded if the student changes their mind and does not take the room upon arrival and does not provide 14 days' notice.

Continuing Students Payment Requirements: Tuition course fees and any resource/materials fees are charged on acceptance of course offer and are due 14 days prior to the commencement of each semester. The fee due dates are included in the students offer letter.

If students are unable to pay the full fee up front they may be eligible to apply for a payment plan (see payment options).

Payment options:

Telegraphic transfer

Bank Cheque of draft in Australian dollars

Payment plan: The Gordon will consider applications for a payment plan from international student(s) with compelling and compassionate circumstances that impact on the payment of tuition fees in full by the due date set by the Institute. International students must submit an *International Student Tuition Payment Plan application INT FO 03.04* prior to the fee due date.

If the Payment Plan application is approved the following applies:

- A 3% establishment fee is charged and included in the payment plan amount
- The payment plan amount for the study period will be divided into 6 equal instalments
- Students will be required to make all further payments via regular Direct Debit
- International students must complete their payments in accordance with the Payment Plan Application and have cleared their tuition fee by the last payment due date on the payment plan application
- If the agreed payments are not made by the due date, the enrolment will be cancelled. Any enrolments cancelled due to non-payment of fees will be reported to the Department of Home Affairs (DHA).

If the application is rejected, payment for the study period will need to be made in full by the normal due date or immediately if the tuition fees are already overdue.

Payment plans are not available for ELICOS and short courses.

7.1.4 Fee sanctions

Outstanding fees: Fee sanctions will be applied to the student's account 1 day past the due date

If fees are not paid on time, students will not be enrolled into further units in their current course, enrol in any new courses, and be unable to access any results or have certificates or statements issued until the overdue fees are paid.

Any student with outstanding fees from previous courses, semester or study periods will not be enrolled into any further units until the overdue fees are paid. Should the overdue fees remain outstanding 14 days after the commencement of the new semester or study period, the enrolment will be cancelled and the student notified. The Department of Home Affairs will be notified.

Should the fees remain unpaid students will be charged penalty charges on any outstanding fees payable to The Gordon and if they default in payment of any invoice when due, will indemnify The Gordon from and against all costs and disbursement incurred by The Gordon in pursuing the debt including legal costs on an indemnity basis and The Gordon's reasonable collection agency costs.

7.1.5 Refund of fees:

The Gordon Initiated refunds

The Gordon shall refund all course fees paid (tuition fees) by the student in the event that:

- The course is cancelled.
- The commencement of the course is postponed for more than four weeks.
- The student is refused the offer of a place due to capacity limits e.g. the course is full.
- The student is prevented from entering a course by reasons beyond the student's control, including but not limited to Acts of God, Acts of Government Authorities, civil strife and riots.
- Special circumstances as determined by the Manager or Director of Commercial Business

Visa Refunds

The Gordon shall refund all unexpended course fees paid by the student less the $200 administration fee in the event that the student has applied for a student visa offshore and is refused a Visa to study in Australia:

- The student is refused a Visa onshore and a considerable portion of the course has been undertaken at the time of visa refusal.
  - Where the student has been in class for up to the end of week 3 of class, the student will receive a full refund minus a $200 administrative fee
  - Where the student has been in class for 4 – 8 weeks, the student will receive a 50% refund of tuition fees. Any portion of resource / material fees paid to be refunded will be at the discretion of the Program Area.
  - Where the student has been in class for more than 8 weeks, the student will not be eligible for a refund. A student will not be eligible for a refund of resource / material fees paid.

Refund on notice of withdrawal (new commencing students):

In order to cancel or withdraw enrolment from a course, students (or their agents) must provide advice in writing to International Office.

If a student requests withdrawal prior to the course commencement (for reasons other than those listed above):

- More than 28 days before course commencement – 80% of tuition fees refunded. Any materials provided must be returned un-used before the cost of these will be refunded or credited;
- Less than 28 days before course commencement – 50% of tuition fees refunded. Any materials provided must be returned un-used before the cost of these will be refunded or credited;
- After course has commenced - no refund of tuition fees. Any portion of materials fees to be refunded or credited will be at the discretion of the Program Area.

This includes students providing a release letter.

Refund on notice of withdrawal (continuing students)

In order to cancel or withdraw enrolment from a course, students must provide advice in writing to International Office.

- If course withdrawal request is submitted prior to the course start date, a full refund or credit of all tuition fees will be provided. Any materials provided must be returned un-used before the cost of these will be refunded or credited.

- If course withdrawal request is submitted within 30 days of the course start date, all tuition fees charged for that unit will be refunded or credited. Any materials provided must be returned un-used before the cost of these will be refunded or credited.
- If the course withdrawal request is submitted more than 30 days after the course start date, there will be no refund or credit of tuition fees. Any portion of materials fees to be refunded or credited will be at the discretion of the Program Area.

Please note: If a student's fees remain unpaid at the time they withdraw and that withdrawal request is submitted more than 30 days after the course start date, the student will still be liable to pay those outstanding fees. Outstanding fees remain on a student's record indefinitely and will affect future enrolment.

Any students who fail to attend and do not officially withdraw from their enrolment in writing, and have fees outstanding after the International Office makes the decision to withdraw in line with Gordon policy, will still be liable for their course fees.

Permanent residency status:

International students who gain permanent residence after course commencement will not be eligible for domestic fees and cannot be reassessed for a domestic place after course commencement. No refund will be given where permanent residence is granted after course commencement. Students who gain permanent residence after course commencement may either continue in the course on international student fee rates or withdraw from the course and reapply for a domestic place. There is no guarantee that an offer will be made for a domestic place.

- For written notice provided before course commencement - all tuition fees except $200 admin fee.
- For written notice provided after course has commenced - no refund.
- Any portion of resource / material fees paid to be refunded will be at the discretion of the Program Area. Any portion of service fees paid to be refunded will be at the discretion of the International Office.

7.1.6 Payment method for refunding of fees

The method of payment for refunds will be via cheque, direct deposit or credit card dependant on the original method of payment.

No refund conditions.

No refund will be granted to students who breach the conditions of their visa.

No refund will be granted to a student whose enrolment is cancelled due to a breach of The Gordon's Student Conduct Policy or for breaches of student attendance and academic progress requirements for International students.

8. General guidelines

8.1 Refund appeals

In the event of an appeal between The Gordon and the student, this will be resolved in accordance with the Complaints and Appeals policy.

The Gordon's complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

8.2 Processing time

Refund requests for full or partial refunds must be made in writing on the Refund Application Form as soon as practical after the event. They must set out the reasons for the requests and be accompanied by supporting documentation as appropriate.

Refunds that are approved will be made within four weeks after notification of outcome. If a refund is due to default of The Gordon, all money will be refunded, including tuition and compulsory fees paid, within two weeks of the default date.

8.3 Course to course transfers

Students who have paid for a course and wish to transfer to a different course at The Gordon, the fees paid can be transferable to the new course but will not be refundable unless they are covered by this refund policy.

For all VET Delivered to Secondary Student courses, a full refund or credit of fees, less any materials used for passed units, will be made if notice of withdrawal from the unit or course is received within the first 28 days after course commencement.

9. Procedure

The *Fees and Charges Procedure STS PR 02* documents how to comply to this Policy.

10. Responsibilities

Position	Responsibility / Governance
Program Support Office	Provide approved fees for each course to the Fees and Charges Coordinator each year and for approving any fee variation or waiver requests
Fees and Charges Co-ordinator	To configure fees in the Student Management System (SMS) as well as publishing fees to via fee schedules and the website
Curriculum Officers	Create availabilities as per requests submitted and for associating relevant fees to availabilities

11. Definitions

There are no definitions arising under this Policy.

12. Key Aligned Internal Documents

Refer to the *Operational Management System (OMS)* for copies of all policies, procedures and supporting documents.

In addition refer to:

- *e-Central* for reports *Application for Refund of Fees; Withdrawal & Refund / Reversal Request Form **EN-GIT03;** Withdrawn Students Report **MR-GIT057;** How many hours should I claim when withdrawing a student?*
- *Fee Payment Plan (student website)*

Payment Plan Application Pack STS RD 04.01

Fees and Charges Booklet STS RD 04.02

Save on Fees STS RD 04.03

VET Student Loans and Census Dates STS RD 04.06

Citizenship document requirements when applying for a VET Student Loan STS RD 04.07

Request for non tuition fees STS FO 04.02

Fees and Charges Procedure STS PR 02

Offer and Acceptance Agreement for International Students INT FO 03.01

Application for Refund of International Student Fees STS FO 03.03

Withdrawal and Refund Policy STS PO.06

Tuition Payment Plan – Application and Policy (International Students only) INT FO 03.04

13. Key Aligned Legislation / Documents

Guidelines about Fees – Skills First Program

Guidelines about Determining Student Eligibility and Supporting Evidence – Skills First Program

VET Student Loan Rules 2016

The Education Services for Overseas Students Act (ESOS Act) 2000 (Cth)

14. Review and Approval

Business Process Owner	Student Management Manager, Student Success		
Endorsed by (if applicable)	Not applicable	**Endorsed Date**	
Approved by (if applicable)	Not applicable	**Approved Date**	11/06/2025
Review schedule	This policy will be reviewed every 3 years (or earlier as required)		
Date of next review	11/06/2028		

Minor Structure changes outside of Review schedule		