Captain Cook Institute Pty Ltd trading as
George Brown College
Level 4, 56-58, York Street, Sydney NSW 2000
+612 9279 4949

Fees and Refunds Policy

SCOPE

This policy applies to George Brown College (GBC) VET students and all GBC staff and describes how GBC administers student fees, charges and refunds, including the collection of student fees and the refund of fees.

POLICY

GBC is committed to ensuring fair and equitable policies and procedures are in place regarding payment of any monies to the college. The college is bound by and accepts the responsibility of Commonwealth legislation governing the operations of the college including refunds of student fees.

The Student Services Team is responsible for the administration of fees and charges.

Fees

Payment of Fees
On receipt of the enrolment form and relevant documents, a Letter of Offer and Agreement will be sent to the successful applicant.

Students are to return the Agreement, (completed and signed) and pay the required initial deposit to George Brown College. Once received, GBC will issue the student with an Electronic Confirmation of Enrolment (eCoE), which will allow students to proceed with their Student Visa application.

Note: The letter of offer or payment of deposit does not automatically confirm the student's place. Places are subject to availability at the time of payment and will be confirmed upon the student receiving the eCoE from the college.

Payment Options
Payments must be made in Australian dollars and any bank fees paid by the applicant.

We do not accept cash or person cheques.

Payment may be made via Visa or Mastercard, or through transfer to the GBC Bank Account:

Account Name:	George Brown College
Bank:	Commonwealth Bank
Branch:	Flinders & Elizabeth Streets, Melbourne Victoria
BSB	063 001
Account Number:	10670691
Swift Code:	CTBAAU2S

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Fees Protection
Under the Education Services for Overseas Students Act 2000 and the Tuition Protection Service, the college pays an annual Tuition Protection Levy.

In the unlikely event that the college defaults on a course and is unable to find an alternative course or offer of refund of the unspent tuition fee to the student, the Tuition Protection Service ensures that students are provided with a suitable alternative course, or have unspent tuition fess refunded through the Overseas Students Tuition Fund.

Fees and Charges
Tuition fees are determined and approved by the CEO as part of a new course development business case and are applied to the first year of delivery of that course. Subsequent proposed increases are submitted for the approval of the CEO. It is expected that all course fees at GBC will be subject to annual increases.

Note: Fees may change during the student's course and applicable refund policies

There is an Application Fee of $200.00. This is non-refundable.

Deposit:

The initial deposit will consist of:

Application fee:	$200
Tuition fee:	TBA
Materials fee	TBA

RPL fee (if applicable)

Airport Pickup fee (if applicable)

Fees Schedule
Fees are usually paid in equal amounts four times a year. Students are provided with information about due fees and the payment instalment plan in their Letter of Offer and Enrolment Agreement. Once a student is enrolled, it is also available on their RTOManager student portal.

The Letter of Offer also provides information about payment options and other fees and costs that may apply.

Student fees will be invoiced in accordance with the enrolment and liability status of the student as recorded in the student information system as well and the tuition fee published in the Student Handbook.

Students may choose to pay more fees before the given due dates.

Late Payment Policy
Students are expected to pay by the due date. Any late payment will incur a penalty. GBC also sends payment reminders to students for due and over-due fees. If students do not pay by the due date they receive an 'Intention to Report for non-payment'. Students who do not pay or make alternate arrangement with the college within 20 working days from the 'Intention to Report for non-payment' will be reported to the Department of Immigration and Border and Protection (DIBP) for non-payment.

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Other Fees and Costs	
Repeat VET course term	$Course Tuition Fee No(s) of terms in the Course
Class change fee for students	$100
EcoE fee	$50
Course Deferment and Suspension application fee (On-shore) or ECoE change fee	$250
Course Deferment (Offshore student from 2nd request onwards) or ECoE change fee	$250 for each request
Late Assessment Submission Fee (Please refer to No/Late Re-submissioin policy in our student handbook)	$250
Late payment fee	$100 per week
Library Book Loan	$100 deposit
Damaged Book	Current market price of the book
Reissue of certificate	$100
Replace ID card	$15
RPL Fee (if applicable)	$150 per unit
OSHC	As per invoice given by the OSHC provider
Airport Pick up (optional)	$160
Refund processing fee	$200
Cancellation/withdrawal processing fee	$250
Accommodation (optional)	As per the accommodation provider charges
Printing & Photocopy	B/W $0.10 per page, Colour $0.20 per page

Issue of Student Receipts

Following payment from the student, the student's payment records get updated in RTOManager and the student downloads a receipt from his RTO profile.

Copies of receipts will record the following information:

- the payment amount
- brief description of purpose of receipt
- name of person/organisation paying
- receipt date

Monies and receipt number is recorded on the fees spreadsheet. The original copy of the receipt is distributed to the client and a copy is retained in electronic format and also in hard copy in the students file.

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Refunds

Refunds Policy

This policy provides refund guidelines for all students enrolling in a course at George Brown College (GBC). This refund policy is available to students and persons seeking to enrol with GBC for a course by publication in this Student Handbook and on the College's website.

Refunds due to non-delivery of course by RTO

Please note that Government Legislation requires tuition fees to be refunded if:

- The course does not start at the agreed starting date which is notified in the Letter of Offer (LoF)
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001
- Refunds under the above conditions will be paid in full to the student within 14 days of the course cancellation.

George Brown College (GBC) may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course fees. Where the student agrees to this arrangement, GBC will not be liable to refund the money owed for the original enrolment.

In the unlikely event that the college is unable to deliver a course you have paid for and cannot offer you an alternative course the Tuition Protection Scheme (TPS) will attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information is to be obtained as required from the official TPS website https://tps.gov.au or phone number on 1300 980 434.

Refunds based upon student application

NOTE:

- A $200 refund processing fee will apply. If a refund has to be made into an overseas bank account then the overseas transfer fee will also apply.
- While making the refund the 'refund processing fee' and 'overseas transfer fee' will be deducted from the due refund amount.
- The Application fee, Accommodation placement fees and Airport Pick-up Fees are non-refundable.
- GBC will only refund fees related to courses enrolled at GBC. For all other third party refunds such as Overseas Student Health Cover (OSHC) and Accommodation will be made directly by the third parties according to their refund policy.
- If an overseas student withdraws from the course after deferment then the commencement of the first Coe issued will be considered while implementing the refund policy.
- Course commencement means the start of classes as per the date mentioned on the eCoe. It is not the day the student arrives to begin classes.
- All refunds will be paid to the person mentioned on the refund application form.
- Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. The student will be provided with a written statement detailing how any refund amount has been calculated.

How to apply for a refund

- All applications for a refund must be made by completing a 'Refund Application' form available on the GBC website and submitting it with any supporting documents to the Student Services Officer.
- Refunds are processed and returned with the details of the refund within 28 days after the completed Refund Application has been received with all relevant and requested documents.

A Full Refund is given after deducting the refund processing fee and overseas transfer fee if;

- A visa of an offshore student is refused.

A Partial Refund is given if

- 4 weeks or more notice of cancellation is provided and an eCoe was not issued more than 3 months prior to the course commencement – 50% of tuition fees are refunded.

No Refund is given if:

- Less than 4 weeks of cancellation is provided. Or
- An eCoe is issued more than 3 months prior to the course commencement. Or
- An onshore student visa extension refusal is in place. Or
- The student has changed their mind and decided not to continue with the visa application. Or
- The full deposit as mentioned on the enrolment agreement was not paid while requesting the eCoe. Or
- The student's enrolment is terminated by the College for breaches of College regulations & visa conditions. Or
- The student has given false or misleading information. Or
- The student fails to comply with the conditions of enrolment at the college. Or
- The student is in breach of their visa requirements as imposed by the Australian Government.