

Refund Policy and Procedure

This policy and procedure explain the process for establishing and collecting fees and charges from students, protection processes for fees collected whilst the student is enrolled at GET Education Australia and refund arrangements available to the students.

Applicants must agree to the terms and conditions of enrolment as provided within the Written Agreement and pay the required fees upon signing the agreement prior to training commencing. Failure to pay tuition fee is a breach of the Written Agreement and may be subject to their enrolment being cancelled.

Student tuition fees collected prior to their course commencing will be held in a separate holding account and not transferred to the general account until the course commences.

The balance of the holding account at any time will represent:

1. Tuition and materials fees collected from applicants who have signed an agreement but not yet commenced, and
2. Tuition fees collected from students who have commenced their course but have yet to commence one or more study periods.

Tuition fees do not cover excursion activities. Students will be required to pay excursion costs in addition to tuition fees. Students must pay fees as agreed to in the enrolment contract.

All applicants that have paid a deposit are entitled to a 3-day cooling off period, with a full refund of initial deposit.

Procedure - Notification and Collection of Fees

Please note: Under ESOS legislations, GET Education Australia will not collect in excess of 50% of the total tuition payable prior to commencement of the course. While GET Education Australia cannot require students to pay more than 50% up front, it can accept more than 50% of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

**Tuition fee is inclusive of non-refundable application fee of AUD 250.00.*

Procedure - Payment of fees

Fees are to be paid by cash or direct bank deposit or credit card. GET Education Australia accepts VISA, MasterCard and AMEX credit cards only. A 2.5% credit card fee applies with credit card payments via VISA and MasterCard and 3.5% for the payments made via AMEX credit cards. Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled.

The Administration Manager provides the CEO with monthly reports of outstanding tuition fees. The Administration Manager contacts the students (or request the agent to make contact if the student has not commenced their course) and ascertains the reason for the outstanding debt. The Administration Manager may:

1. Provide additional time for the student to pay where;
 - a. a student is experiencing hardship, OR