



## VCEPP551 STUDENT FEES AND CHARGES POLICY AND PROCEDURE

### PURPOSE

To provide a clear documented process relating to fees and charges associated to overseas students studying at North Melbourne Grammar College. This policy has been developed in accordance with supports clause 5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015  
To ensure each overseas student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

### SCOPE

This policy applies to all Students who are commencing, have commenced or are continuing study with North Melbourne Grammar College.  
Overseas students choosing to study at North Melbourne Grammar College are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance (Written Agreement).

### DEFINITIONS

<b>Course fees</b>	Fees which contribute to the cost of training delivery and which are supplemented by state government funding.
<b>Fee</b>	Consists of the tuition fee, materials fee and any other fee published as required to be paid by students.
<b>Unit</b>	A discrete unit or module of study.
<b>Refund</b>	means the repayment of monies owing by the NMGC to a student.
<b>Policy</b>	Clear and measurable statements of preferred direction and behaviour to condition the decisions made within an organization.
<b>Letter of offer</b>	The most recent dated written notification provided to the student, offering a position in a course for which the student has applied.
<b>Student Visa</b>	A visa granted under the Migration Act 1958 to overseas students. The Department of Home Affairs administers the Act and issuing of visas.

### POLICY PRINCIPLES AND STATEMENT

#### 1.1 General Rules

- 1.1.1 North Melbourne Grammar College charge a variety of fees and charges for courses in relation to market demand.
- 1.1.2 Fees and charges are published and available online via North Melbourne Grammar College's website.
- 1.1.3 Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.



- 1.1.4 Payments including fee deposits are not accepted from overseas students until North Melbourne Grammar College receives their signed and completed Letter of Offer and Acceptance (Written Agreement).
- 1.1.5 Tuition fees do not include placement fees or material fees. These will be listed in the letter of offer.
- 1.1.6 Fees and charges are reviewed at least annually.
- 1.1.7 Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 1.1.8 International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- 1.1.9 North Melbourne Grammar College will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- 1.1.10 Student will pay the same amount of fees at the time of enrolment until completion of the course.
- 1.1.11 Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- 1.1.12 Enrolling in a new course will incur any new fees.
- 1.1.13 Tuition fees will not be transferred to another educational institute.
- 1.1.14 North Melbourne Grammar College enrolment/application fee is non-refundable.
- 1.1.15 In the event a student abandons the course, all fees due are payable.

## **1.2 Fees And Charges**

- 1.2.1 Fees are payable as agreed with North Melbourne Grammar College and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- 1.2.2 Tuition fees will not be transferred to another educational institution.
- 1.2.3 North Melbourne Grammar College may restrict or withhold services or materials from learners if fees are overdue.
- 1.2.4 Students are required to pay the following fees:
  - a) Application/enrolment fee (non- refundable)
  - b) Course, as per letter of offer
  - c) Material Fees, as per letter of offer
  - d) Placement fees, as per letter of offer
  - e) Overseas Student Health Cover (OSHC),
  - f) Accommodation,
  - g) Airport Pickup, and



h) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.

**1.2.5 Applicants must pay the following fees in order to secure their enrolment at North Melbourne Grammar College:**

- a) A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
- b) Application/enrolment Fee
- c) OHSC fee (for overseas students)

**1.2.6 Payment particulars:**

- a) Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
- b) Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.
- d) Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Enrolment Agreement.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

**1.3 Fee increases**

- 1.3.1 Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at North Melbourne Grammar College.
- 1.3.2 Fees during the enrolment period as tabled under 4.3, may, however, be subject to increase. Notices will be placed throughout the North Melbourne Grammar College campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

**1.4 Payment Methods**

1.4.1 All Fee payments must be made in Australian Dollars and can be paid by:

- Cash,
- Direct or SWIFT Deposit,
- Credit Card,
- Bank Cheque or Money Order

The payment can be made via electronic transfer or credit card please see the details below:

1. Electronic Transfer:

**Account name: NORTH MELBOURNE GRAMMAR COLLEGE**

BSB: 063 101

Account Number: 1062 7713

Swift Code: CTBAAU2S

Bank: **Commonwealth Bank of Australia**

Bank address: Cnr Pier & Blyth Streets, Altona, VIC, 3018



## 2. Credit Card:

If you want to pay by credit card, please fill the Credit Card Authorisation Form given below:

### Credit Card Authorization Form

Credit Card Authorization Form			
I, _____ give permission to the Southern Cross Education Institute to debit my			
<input type="checkbox"/> Bankcard	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express (3% surcharge)
Amount \$			<input type="text"/>
Credit Card Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Card CVV Number	<input type="text"/>	Card Expiry date	<input type="text"/>
Card Holder Name	<input type="text"/>	Card Holder Signature	<input type="text"/>

#### 1.5 Payment Extension

- 1.5.1 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Fee Extension Request Form.
- 1.5.2 The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
- 1.5.3 Applying for a fee extension does not guarantee that an extension will be granted.
- 1.5.4 If an extension is approved, then a revised payment schedule will be determined.

#### 1.6 Late Payment

- 1.6.1 Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the following late payment fees apply:
- 10% on any outstanding amount greater than \$500 AUD
  - 20% on any outstanding amount less than \$500 AUD
- 1.6.2 Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay 2 or more instalments then the overdue fees will apply to each instalment that is late.

#### 1.7 Cancellation

- 1.7.1 The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
- 1.7.2 In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.



## 1.8 Overseas Student Health Cover

- 1.8.1 As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
- 1.8.2 North Melbourne Grammar College is able to provide OSHC through (NIB), and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.
- 1.8.3 Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

## 1.9 Tuition Assurance

In accordance with the ESOS Act, North Melbourne Grammar College ensures the security of Student Fees through membership to the Tuition Protection Service.

## PROCEDURE

### 1. Fees

- 1.1. Tuition fees, charges and accounts are payable in advance of each Semester and students are not permitted to commence a Semester until all outstanding fees and charges are paid. If a student withdraws from the course before completion any discounts provided will be null and void and full course fee will apply.
- 1.2. Students (or parents) agree to pay all amounts due within the agreed timeframe but no later than 14 days from the date of invoice. The Student agrees that if they fail to pay in accordance with this clause, NMGC may:
- Charge a late payment fee of \$200.00 on all amounts outstanding after the due date;
  - Charge a \$95.00 dishonour payment handling fee for payment rejected by financial institution;
  - Recover all debt recovery costs incurred in collecting overdue accounts on an indemnity basis;
  - Withhold supply;
  - Take Legal action to recover money owing on the goods or services provided.
  - In the event where this agreement has been entered into by more than one party each party shall be jointly and severally liable for any amounts overdue.
- 1.3. Students are required to pay in advance agreed tuition fees by the start of every Semester. Payments are scheduled to be made no later than two weeks before the first day of the commencement of the course, and ongoing payments will be charged in May and November of each year. All fees must be finalised no later than 1 Term before course completion. NMGC encourages students to discuss instalment payment if required, however, NMGC retains all discretion of approval. Additional charges may be incurred for instalment payment plan, if approved. Students with outstanding fees are not permitted to attend class without approval from the Principal of NMGC. Please refer clause 1.2 for charges for late fees. Any student who has an outstanding College debt will not be eligible to receive a Statement of Results or Academic Transcript, graduate or receive an award until payment is made in full.
- 1.4. Students (parents), if they wish, can choose to pay for more than one semester at any given time. The money will be held in the trust account and used as required when the semester fees falls due. In the event students wish to take up this option, information detailed in clause 1.3 still applies. Refund amounts are as per the information in the refund table on page 10.
- 1.5. The total tuition fees stated in the Offer Letter are indicative only and are based on a full time study load for one term.



- 1.6. NMGC has the right to vary tuition fees and charges from time to time without notice. For more information on tuition fees refer to NMGC website. [www.nmgc.edu.au](http://www.nmgc.edu.au).
- 1.7. Students enrolling in a second or subsequent Semester with NMGC are required to ensure full payment of tuition fees and charges for the new Semester is made no later than the two weeks before the first day of that Semester. Details of the payments due dates are contained in the letter of offer or as agreed and documented in your student records. Failure to make payment by the due date will incur penalty fees as detailed in clause 2.2 above. Failure to commence study by the notified date may incur additional charges and/or cancellation of enrolment.
- 1.8. Should it be necessary for a student to repeat a unit, the full amount of the unit will be charged.
- 1.9. School aged dependents accompanying students to Australia will be required to enrol at school and pay full fees if they are enrolled in either a Government or non-Government school.
- 1.10. Where a student's study period is extended beyond the period of the student visa, the student will be liable for visa application and related costs.

## 2. Course Duration

2.1. NMGC courses are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Part of the regulation stipulates duration NMGC has the right to alter the duration of a course to suit specific circumstances e.g. to avoid long gaps between packaged courses and transition from superseded training package to new training package.

- Letter of Offer
- Pre-pay relevant fees as outlined in the Letter of Offer.
- Indicative fees and charges 2019:

Type	Description	Local Students	International students
<b>Registration Fee</b>	One Off Fee The cost of lodging a Registration	\$ 250	\$ 250
<b>Tuition Fee</b>	Annual Fee	\$ 3,900	\$ 19,500
<b>Materials Fee</b>	Annual Fee The cost of resources that will be provided once you have selected subjects. Includes Text Books, Calculators, Core Stationery, iPad, Excursions and other events. The cost to students of losing the iPad will be up to \$400 billed as required.	\$ 1,950	\$ 1,950
<b>OSHC Fee</b>	One Off Fee Overseas Student Health Cover (amount charged varies - \$988 is for a typical 2 year enrolment period)	NA	\$988 for a typical 2 year course (26 months) at \$38 per month
<b>Admin Fee</b>	Each time default occurs For any declined Credit Card, Direct Debit or Cheque Payment that is declined by the bank or for any payment not made in instalments.	\$ 100	\$ 100
<b>Student Welfare Representative Fees</b>	One Off Fee for duration of the student welfare representative services is mandatory for students under the age of 18 until they turn 18. NMGC suggest representative even for students over the age of 18. NMGC's approved Student Welfare Fees are as follows:	\$ 183 per month (approx.) (if needed)	\$ 183 per month (approx.)



	<table border="1"> <tr> <td>1 month</td> <td>\$300</td> <td>7 months</td> <td>\$ 1,280</td> </tr> <tr> <td>2 months</td> <td>\$ 450</td> <td>8 months</td> <td>\$ 1,465</td> </tr> <tr> <td>3 months</td> <td>\$ 600</td> <td>9 months</td> <td>\$ 1,650</td> </tr> <tr> <td>4 months</td> <td>\$ 805</td> <td>10 months</td> <td>\$ 1,830</td> </tr> <tr> <td>5 months</td> <td>\$ 940</td> <td>11 months</td> <td>\$ 2,015</td> </tr> <tr> <td>6 months</td> <td>\$ 1100</td> <td>12 months</td> <td>\$ 2,200</td> </tr> <tr> <td colspan="2">Additional Months</td> <td colspan="2">\$ 183</td> </tr> </table>	1 month	\$300	7 months	\$ 1,280	2 months	\$ 450	8 months	\$ 1,465	3 months	\$ 600	9 months	\$ 1,650	4 months	\$ 805	10 months	\$ 1,830	5 months	\$ 940	11 months	\$ 2,015	6 months	\$ 1100	12 months	\$ 2,200	Additional Months		\$ 183			
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<b>Homestay Fees</b>	<p>One Off Fee for duration Homestay is required. Homestay accommodation can be provided by our approved Homestay Provider for all students (whether they are over 18 or under 18). Fees vary and are provided over page.</p> <table border="1"> <tr> <td>Placement Fee</td> <td>\$ 250</td> <td>one off</td> </tr> <tr> <td>Private Room</td> <td>\$ 310- \$ 365</td> <td>per week</td> </tr> <tr> <td>Shared Room</td> <td>\$ 300- \$ 325</td> <td>per week</td> </tr> </table>	Placement Fee	\$ 250	one off	Private Room	\$ 310- \$ 365	per week	Shared Room	\$ 300- \$ 325	per week	\$ 180 - \$ 335 per week (approx.) (if needed)	\$ 180 - \$ 335 per week (approx.)																			
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<b>Airport Pickup</b>	We charge a flat rate of \$140. Costs of Airport Pickup are variable. If the cost is less, we will credit the balance to your account.	NA	\$ 140																												

**Schedule of AHN Homestay Costs**

**Placement Fee: \$ 250.00**

<b>Complete Homestay Packages (for all students – but relevant for ALL Under 18s) – Weekly Fee Payable</b>		
	<b>Private Room</b>	<b>Shared Room</b>
<b>Traditional Homestay 2 meals Monday to Friday, 3 meals on weekends</b>	\$350.00	\$320.00
<b>Cost of Internet</b>	\$10.00	\$10.00



### 3. Refund Policy and Procedure:

#### POLICY

NMGC in considering a request for a refund of tuition fees must comply with relevant legislation provisions. Material fees and other charges are not eligible for refund as they are supplied to and/or used by the student. Any commission paid to an agent in relation to the student's recruitment shall be deducted from the refund. NMGC reserves the right to amend refund terms and conditions at any time to ensure compliance with applicable State and Federal legislation. A refund of tuition fees will be considered when a student submits a completed Application for Refund form and in line with this policy and procedure. All refund information is made available to students through the enrolment process and is included on the student enrolment agreement form, which the student acknowledges and agrees to, on signing the student enrolment agreement form. Refunds will be paid to the same person or body from whom the payment was received on behalf of the student, unless the student/payee provides written directions to pay another party.

#### PROCEDURE

1. International Students
  - 1.1 In the unlikely event of Provider Default:
    - 1.1.1 students will be eligible for a refund of any 'unspent pre-paid tuition fees'.
    - 1.1.2 refunds under Provider Default will be paid in full within four (4) weeks
    - 1.1.3 NMGC 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 money. Where the student agrees to this arrangement, NMGC will not be liable to refund the money owed for the original enrolment. If the student chooses to be placed in another course, the student will be required to sign a document to indicate that the student accepts the course place.
  - 1.2 An international student who withdraws from a course for any reason, excluding visa rejection, up to and including ten weeks before course commencement will receive a full refund of fees minus the registration fee (non-refundable).
  - 1.3 In the case where an international student's visa application is rejected, the tuition fees will be refunded. The APPLICATION FOR REFUND must be completed and accompanied by a certified copy of the visa rejection letter from DIBP.
  - 1.4 In the case where an international students visa extension application is rejected by DIBP or DIBP cancels the students existing visa:
    - 1.4.1 If this occurs prior to course commencement a full refund of fees will be paid
    - 1.4.2 If this occurs after course commencement there will be no refund of fees for the current study period. Where tuition fees have been paid for future study periods, a full refund will apply.
2. The Tuition Protection Service (TPS)
  - 2.1 NMGC (through its parent SCEI), at its own cost, participates in the Tuition Protection Service (TPS) to protect the interests of both NMGC and its students. TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
    - 2.1.1 complete their studies in another course or with another education provider, or
    - 2.1.2 receive a refund of their unspent tuition fees.
  - 2.2 In the unlikely event the education provider is unable to deliver a course that the student has paid for and does not meet their obligations to either offer an alternative course that the student accepts or pays the student a refund of the unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.
  - 2.3 The Tuition Protection Service (TPS) aims to protect the considerable investment international students make in Australian education, and to protect and enhance Australia's global reputation.

### 3. Refund Amounts





3.1 The following table is a guide as to the charges incurred in the case where a student wishes to defer, suspend or cancel their enrolment around the *commencement date* (i.e. date student starts their VCE program):

Enrolment Fee	Non-refundable
<b>Tuition Fees</b>	
Visa refused prior to course commencement	Full refund not including enrolment fee The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount: the lesser of: (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) the sum of \$500.
Withdrawal at least 10 weeks prior to agreed start date	Full refund not including enrolment fee
Withdrawal at least 4 weeks prior to agreed start date (student default)	75% refund not including enrolment fee
Withdrawal 2- 4 weeks prior to agreed start date (student default)	25% refund not including enrolment fee
Withdrawal less than 2 weeks prior to the agreed start date	No refund
Withdrawal on or after the agreed start date (student default)	No refund
Visa cancelled due to actions of the student	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by NMGC (Before the agreed start date)	Full refund including enrolment fee
NMGC is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because NMGC has a sanction imposed by a government regulator	Return of unused tuition fees
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
Visa extension is refused	Return of unused tuition fees
Compulsory Health Insurance (Student Visa	Refer to Overseas Student Health Cover provider



holders only)	
Homestay Fees and accommodation booking fee (if applicable)	Homestay Company Policies apply.
Airport Pick-up (if applicable)	Full Refund if service is cancelled prior to flight arrival, otherwise Airport Pickup Service policies apply.
Transfer to another provider	Return of unused tuition fees (i.e. fees outside of the current Study Period)

- 3.2 Where a student's course of study is terminated for misbehaviour, including a serious breach of NMGC's policies or a breach of visa conditions, including non-attendance or unsatisfactory academic progress, there will be no refund of any money paid.
- 3.3 In the unlikely event that the NMGC is unable to deliver the course in full, the student will be offered a refund of the unused portion of pre-paid tuition fees. The refund will be paid within 14 days of the cessation of the course provision. Alternatively, the student may be offered another course. If he or she chooses placement in another course, NMGC will ask him or her to sign a document to indicate the acceptance of the placement.
- 3.4 If NMGC is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will assist the student to find a suitable alternative course at no extra cost.

#### 4. Applying for Refund

- 4.1 All applications for refund must be made in writing using the **VCFOR30401 APPLICATION FOR REFUND FORM**. Once completed, the form is to be submitted to the administration office for processing.
- 4.2 The person applying for the refund would be the student *or* the specified person indicated in the original agreement made on entry into the College.
- 4.3 Application for Refund Form will be processed by the Accounts Department within 7 days from the date of the application being lodged. If the student is entitled to a refund, the payment shall be made within 28 days of processing the student's application.
  - 4.3.1 All applications for refund must be made in writing using the **VCFOR30401 APPLICATION FOR REFUND FORM**. Once completed, the form is to be submitted to the administration office for processing.
  - 4.3.2 The **VCFOR30401 APPLICATION FOR REFUND FORM** will be processed by the Accounts Department within 7 days from the date of the application being lodged.
  - 4.3.3 If the student is entitled to a refund, the payment shall be made within 28 days of processing the student's application.
  - 4.3.4 The College, at its discretion, may vary the Refund Policy.

#### 5. Process for Making Decisions to Refund

- 5.1 NMGC agrees to refund within 28 days and without deduction, all tuition fees paid where the student's Application for Admission is refused by NMGC.
- 5.2 NMGC agrees to refund within 28 days, tuition fees paid where the student produces certified evidence that the application made by the student for a student visa has been rejected by the Australian Immigration Authorities. The amount of refund is the unspent pre-paid tuition fees received by NMGC.
- 5.3 Where a student's course of study is terminated for misbehaviour, including a serious breach of NMGC's policies or a breach of visa conditions, including non-attendance or unsatisfactory academic progress, there will be no refund of any money paid.



- 5.4 In the unlikely event that the NMGC is unable to deliver the course in full, the student will be offered a refund of the unused portion of pre-paid tuition fees. The refund will be paid within 14 days of the cessation of the course provision.

## 6 Appealing Refund decisions

- 6.1 If a student wishes to appeal an adverse refund decision, the student may make an application by filling out a **VCEFOR30801 STUDENT COMPLAINT AND APPEAL FORM** available from administration office. Once the form is completed, the student may lodge the form with administration office for processing.
- 6.2 This policy, the application for refund and the VCEPP308 Student Complaints and Grievances Policy and Procedure does not remove any student's right to take action under Australia's consumer protection laws and/or other legal avenues where they feel necessary.
- 6.3 Information provided to NMGC by a student (parent/guardian of a student under 18 years of age) may be requested by authorised State and/or Federal Agencies; if so NMGC has a legal obligation to comply.

## 7. Rights of Student to take action

- 7.1 The written agreement entered into by the student, and the right to make complaints and seek appeals of decisions and action under various processes of the College, does not affect the rights of the student to take action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

## 8. Provider's Default

As per the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012, in the unlikely event that NMGC is unable to deliver the course for which you have been accepted or deliver the course in full to you, NMGC will offer you a place in an alternative course at NMGC or identify an alternative course at another education provider. NMGC will make this offer to you at no cost to you. If you decide to accept this offer of enrolment in a course, NMGC will ask you to accept this offer in writing. If you do not accept an offer of enrolment into an alternative course, NMGC will refund to you any unspent pre-paid course fees received by NMGC. If NMGC does not refund to you the unspent pre-paid course fees received for the course or obtain your written acceptance of enrolment into an alternative course within the provider notification and obligation (3 business days or 14 days) of the course not being delivered, or not delivered in full to you, NMGC will notify the Tuition Protection Service (TPS) Director within 7 days. The Director will facilitate the on-line course placement service to enable you to identify and enrol into suitable alternative course.

## 9. Deferment, Suspension or Cancellation Policy:

- 9.1. Students who wish to defer, suspend or cancel course can only do so in certain limited circumstances defined in **VCEPP313 DEFERRING, SUSPENDING AND CANCELLING THE STUDENT'S ENROLMENT POLICY** available at <http://www.nmgc.edu.au/enrolment/policies-procedures-forms>. The date for deferring, suspending and cancelling enrolment is the date that NMGC receives the **VCEDOC31301 APPLICATION TO DEFER, SUSPEND OR CANCEL ENROLMENT** from student.
- 9.2. In the event that a student has not paid his or her applicable tuition fee, the amount NMGC may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by NMGC in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.
- 9.3. NMGC may cancel the enrolment of a student due to misbehaviour.
- 9.4. Students wishing to leave their course before 6 months of their Primary course (i.e. their VCE) will need to apply for a Letter of Release. Release Letters are only granted in limited circumstances. An amount equivalent to one Term's Fees will be charged in the case where a student wishes to leave prior to the first six months of their Primary Course.



## 10. Complaints and Appeals:

10.1. NMGC has **VCEPP308 STUDENT COMPLAINTS AND GRIEVANCES POLICY** in place and always take complaints and appeals seriously. The procedures for complaints and appeals will be fair, objective and accessible. Anyone wishing to make a complaint or grievance against any other person associated with the College or against the College should collect a Complaint/Grievance Form from Reception (or ask for it to be emailed to you).

10.2. Once the complaint or grievance has been lodged

10.2.1. We will acknowledge it within five working days

10.2.2. We will then investigate it

10.2.3. We will endeavour to come to a decision as quickly as possible after the complaint or appeal has been lodged.

10.3 The decision will be communicated to the person lodging the complaint/grievance in writing. Complainants have a right to appeal the decision once it is communicated. Further information on our Complaints and Grievances policy – including our policy document - is available from Reception.

10.4 The college will ensure all correspondence and communication, and other relevant documents arising from grievances is maintained and stored and accessible upon request by the Principal or nominee

10.5 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## RELATED DOCUMENTS

This document forms part of the Policy and Procedure Framework of NMGC. It should be read in conjunction with other documents in Section 3 – Enrolment Processes.

Code of Conduct Policy and Procedure

## LEGISLATIVE CONTEXT

Education Services for Overseas Students Act 2000 (ESOS)

Migration Act 1958

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018



## RESPONSIBILITIES

**Principal must:**

- Implement this policy and procedure
- Monitor the implementation of this policy and procedure

**Students must:**

- abide by this policy and procedure at all times

**Welfare Officers must:**

implement this policy and procedure

Authorised by	NMGC Committee of Management
Effective date	August 2018
Version	V1.0
Review date	August 2020 The policy review should be scheduled 2 years from the approval date