

## FEES & REFUNDS

### 1. AIM

- 1.1 To establish and maintain a fair and equitable system to receive course fees and issue refunds to students.

### 2. PROCESS

- 2.1 For all individual fee for service students, unless otherwise agreed upon, a maximum fee of \$1500 is payable immediately upon acceptance of enrolment. Upon payment by the student or client, BNB will: Issue a receipt for the amount paid. Keep the monies in a trust account with a recognised banking institution until such time as they are due to BNB.
- 2.2 Enrolment fees, where the client is a company, will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.
- 2.3 Statements shall be issued monthly to each student with outstanding accounts. Invoices shall also be rendered to students for textbooks and reference books supplied where the costs of such books are not included in the course fees. Statements will be issued monthly for any outstanding accounts.
- 2.4 Receipts will be issued only upon request unless payment is from a student. All requests for refunds will be acted upon within 14 days in accordance with the Refund Policy.
- 2.5 Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.
- 2.6 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at the Provider's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 2.7 If the Student owes any money the Student shall indemnify the Provider from and against all costs and disbursements incurred by the Provider in recovering the debt (including but not limited to internal administration fees of ten percent (10%) of the amount overdue (up to a maximum of two hundred dollars (\$200.00), legal costs on a solicitor and own Student basis, the Provider's collection agency costs, and bank dishonour fees).

### **3. Cancellation / Refunds**

- 3.1 All Courses are subject to minimum numbers and commencement dates are proposed, should minimum numbers not be met the course may need to be deferred until numbers are met.
- 3.2 Students entering into agreement to enrol in a Course or program accept that the viability of a course is dependent on student numbers, and students withdrawing from a course or programme after the stated commencement date accept that no refund will be given.
- 3.3 Where no place is available in the advertised course a student can make a request to remain on the waiting list for next available course and a student deposit has been made. The deposit is held in trust with student's permissions. Should student not proceed in next available course the deposit is refunded less the 4% administration fee.
- 3.4 An application for refund of course fees under any other circumstance must be made in writing to BNB A Request for Refund Form (Form: 031A) is made available to students seeking a refund.
- 3.5 Course fees are refunded in full less 4% Administration fee of total course cost if a student cancels before the course commences; the commencement date is the first day on "course offer"
- 3.6 If Provider is unable to provide the course which the student is enrolled, course fees will be refunded.
- 3.7 Where Provider has made a decision to refund a student tuition fees, Provider will pay the amount of refund within 4 weeks after the decision and advise the person in writing.
- 3.8 Decisions relating to the request for refund will be made upon reasonable grounds by Provider, reasonable grounds does not include: Non-attendance (when no written notice has been given to Provider), non-participations, student not meeting task assessment deadlines, commitments, etc.
- 3.9 The Provider reserves the right to decide on a case by case basis the merits of a refund once a student has commenced study.
- 3.10 The application of this policy is at the discretion of the Provider at all times. BNB's dispute resolution process will apply if there are any issues.
- 3.11 All requests for refunds will be acted upon within 14 days.