

Refund Policies Domestic Students



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Refund Policy

Queensland Government Funded Certificate 3 Guarantee Program and Higher Level Skills

This document outlines the refund policy for students enrolled under the Queensland Government Funded (Certificate 3 Guarantee) programs and Higher Level Skills available from Queensford College.

Agreed Starting Date means, unless and otherwise defined in the terms and conditions, the day of scheduled course commencement, or a later day agreed between Queensford College and the student such day being the commencement day in the offer letter

The Student Co-Contribution Fee once paid is refundable under the following circumstances:

A refund of the Co-Contribution Fee will be issued where:

- The Cancellation & Refund Request is received in writing within 7 Calendar Days of agreed starting date or
- The Cancellation & Refund Request identifies and Queensford College agrees that the student received misinformation during the enrolment process or
- If the College defaults.

For any Refund requests/ claims after 7 days of agreed starting date, the Co-Contribution Fee is not refundable & not transferable.

In the event of unforeseen circumstances that the college defaults to commence or complete the course delivery, affected students will be provided with their corresponding refunds.

Definition of College Default: Cancellation or non-delivery of the course due to College default.

The College defaults when:

- It fails to provide the course to the student on the agreed starting date; or
- The course ceases to be provided to the student any time after it starts but before it is completed; and
- The student has not withdrawn before the default day.

In the unlikely event that the College is unable to deliver the course in full, the student will be refunded the unspent portion of the Co-Contribution fees paid to date within 2 weeks of the day on which the course ceased to be provided.

Refund Process

All requests for a refund must be submitted on the appropriate 'Refund Application Form', to the Student Administration Team. Refund requests must be accompanied by official documentary evidence. If the student is unable to access the refund form, a refund request should be made in writing and emailed, faxed or posted to the college administration office. Refunds will only be in the same currency in which the fees were paid. The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the college to pay the refund to someone else. Full refunds of amounts owed to the student will be made within 4 weeks. Our detailed Refund Policy is provided on the Student Handbook and available on the Queensford College website: www.queensford.edu.au

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Refund Policy

Queensland Government Funded User Choice Program

This document outlines the refund policy for students enrolled under the Queensland Government Funded User Choice programs available from Queensford College.

Agreed Starting Date means, unless and otherwise defined in the terms and conditions, the day of scheduled course commencement, or a later day agreed between Queensford and the student such day being the commencement day in the offer letter

Student Contribution Fees are currently charged at the rate of \$1.60 per nominal hour. The total is based on the State Government's nominal hours it allocates to each unit of competency in your qualification. All student contribution fees are charged at the end of every month based on the units that a student has commenced in that month (as outlined in the agreed Training Plan). If agreed between the employer and the apprentice/trainee, student contribution fees can be paid by the employer.

Employer contribution fees and the invoicing schedule is outlined in the Employer Service Level Agreement Document which is provided to employers directly, and signed by all parties.

Refunds of contribution fees are paid on a pro-rata basis and based on units of competency yet to be achieved. Contribution fees will not be refunded for those units of competency that have been achieved; full refund only applies to units that have not commenced. Credit Transfers are exempt from contribution fees.

The full contribution Fee once paid is refundable under the following circumstances:

- The Cancellation & Refund Request is received in writing within 7 Calendar Days of agreed starting date or
- The Cancellation & Refund Request identifies and Queensford College agrees that the student received misinformation during the enrolment process or
- If the College defaults.

For any Refund requests/ claims after 7 days of agreed starting date, the Contribution Fee is not refundable & not transferable.

In the event of unforeseen circumstances that the college defaults to commence or complete the course delivery, affected students will be provided with their corresponding refunds.

Definition of College Default: Cancellation or non-delivery of the course due to College default. The College defaults when:

- It fails to provide the course to the student on the agreed starting date; or
- The course ceases to be provided to the student any time after it starts but before it is completed; and
- The student has not withdrawn before the default day.

In the unlikely event that the College is unable to deliver the course in full, the student will be refunded the unspent portion of the Co-Contribution fees paid to date within 2 weeks of the day on which the course ceased to be provided.

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Refund Process

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Refunds will only be in the same currency in which the fees were paid. The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the college to pay the refund to someone else. Full refunds of amounts owed to the student will be made within 4 weeks. Our detailed Refund Policy is provided on the Student Handbook and available on the Queensford College website: www.queensford.edu.au

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Refund Policy

Fee for Service - FFS

This document outlines the refund policy for students enrolled for courses under Fee for Service (FFS) available from Queensford College.

Agreed Starting Date means, unless and otherwise defined in the terms and conditions, the day of scheduled course commencement, or a later day agreed between Queensford and the student such day being the commencement day in the offer letter

The Student Tuition Fee once paid is refundable under the following circumstances:

A refund of the Tuition Fee will be issued where:

- The Cancellation & Refund Request is received in writing within 7 Calendar Days of agreed starting date or
- If the College defaults.

For any Refund requests/ claims after 7 days of agreed starting date, the Tuition Fee is not refundable & not transferable.

Definition of College Default: Cancellation or non-delivery of the course due to College default.

The College defaults when:

- It fails to provide the course to the student on the agreed starting date; or
- The course ceases to be provided to the student any time after it starts but before it is completed; and
- The student has not withdrawn before the default day.

In the unlikely event that the College is unable to deliver the course in full, the student will be refunded the unspent portion of the Co-Contribution fees paid to date within 2 weeks of the day on which the course ceased to be provided.

Refund Process

All requests for a refund must be submitted on the appropriate 'Refund Application Form', to the Student Administration Team. Refund requests must be accompanied by official documentary evidence. If the student is unable to access the refund form, a refund request should be made in writing and emailed, faxed or posted to the college administration office. Refunds will only be in the same currency in which the fees were paid. The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the college to pay the refund to someone else. Full refunds of amounts owed to the student will be made within 4 weeks. Our detailed Refund Policy is provided on the Student Handbook and also available on the Queensford College website: www.queensford.edu.au

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