



Fees and Refund Policy

In accordance with applicable legislation, Broadband Connect is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Broadband Connect. Broadband Connect may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Broadband Connect schedule of fees and charges.

Schedule of Fees and Charges

The Chief Executive officer is responsible for approving Broadband Connect Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by Broadband Connect to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- Any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- The fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Broadband Connect refund policy.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Broadband Connect will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new

condition. For a full list of replacement charges please refer to Broadband Connect schedule of fees and charges.

Giving notice of enrolment cancelation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Broadband Connect staffs that are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Chief Executive Officer.

Refunds

The following refund policy will apply:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Broadband Connect is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-Lue of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Our Guarantee to Clients

If for any reason Broadband Connect is unable to fulfil its service agreement with a student, Broadband Connect must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Protecting fees being paid in advance

Broadband Connect acknowledges that it has a responsibility under SNR 22.3 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Broadband Connect adopts option 3 and may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.

Following the course commencement, Broadband Connect may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be based on the costs of the student's training and assessment which is yet to be delivered to the student.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

Broadband Connect will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services

These miscellaneous charges are to be clearly specified in Broadband Connect Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

Students who are unhappy with Broadband Connect arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Broadband Connect complaints policy and procedure.