Terms and Conditions

We will ask you to agree to these Terms and Conditions when you accept an offer for admission.

1. I understand that it is a condition of my enrolment that I achieve satisfactory academic progress throughout my course and that failure to do so may result in my enrolment being cancelled.

2. If I wish to transfer to a different FEEL HELPFUL eligible course, I must provide the College with a new Request for FEEL HELPFUL Assistance Form (S129A) prior to the close of business on the census date.

3. If I have not paid the tuition fee and other charges due by the census date, I may not enrol in any course of the College.

4. I understand that a late payment fee of AU$100 per month is payable on accounts which remain unpaid 14 days after the due date for payment.

5. I understand that if I fail to transfer to a different FEEL HELPFUL eligible course or withdraw from the College, I must provide the College with a new Request for FEEL HELPFUL Assistance Form (S129A) prior to the close of business on the census date.

6. 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.

CANCELLATION AND REFUND POLICY – STUDENTS IN NON-HEE HELP ELIGIBLE COURSES

1. I agree to pay the tuition fees and other charges applicable for my course on the due dates and acknowledge and agree that such fees may alter from time to time. I understand that a late payment fee of AU$100 per month is payable on accounts which remain unpaid 14 days after the due date for payment. I also understand that failure to pay my tuition fees may result in my enrolment being cancelled.

2. I understand that if I am commencing the course, I will discontinue my program before completion, I may be liable to pay a course withdrawal fee and any expenses, costs or disbursements incurred by the College in recovering any outstanding fees, including debt collection agency fees and solicitors' costs.

3. All notifications of withdrawal from a course or requests for refunds must be made in writing to the Campus Director of Studies.

4. Enrolment fees are non-refundable.

5. Where a student's course is terminated for a serious breach of the College rules there will be no refund of any non-refundable fees.

6. The College agrees to refund within 4 weeks of the receipt of written notice of cancellation by the student (parent or guardian if the student is under 18 years of age), the tuition fee applicable less the amounts to be retained as agreed and as detailed below.

   a. If the student withdraws anytime before the start date of the course, then the non-refundable amount equal to 30% of the tuition fee of the course or first course within a package of courses shall be applicable.

   b. If the notice receipt of withdrawal is received 4 weeks or more before the start date of the course, then a non-refundable amount equal to 50% of the tuition fee of the course or first course within a package of courses shall be applicable.

7. If written notice is received or on or after the start date of the course, there will be no refund of any monies paid in relation to the course unless the Campus Director of Studies deems that exceptional circumstances apply.

8. If the course is part of a package of courses, then any monies paid in relation to other courses within that package that the student will not commence will be refunded subject to Class 6A or 6B above.

9. In the unlikely event that the College is unable to deliver a course in full, the student will be offered a refund of the unused portion of prepaid tuition fees. The refund will be paid to the student within fourteen days of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course at no extra cost. The student has the right to choose whether they would prefer a refund of the unused portion of prepaid tuition fees, or to accept a place in another course. If the student chooses a placement in another course, they will be asked to sign a document to indicate acceptance to the placement. If the College is unable to provide a refund or place student in a suitable alternative course, the Australian Students Tuition Assistance Scheme (ASTAS) will assist students to find a suitable alternative course at no extra cost.

10. 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.

STUDENT GRIEVANCE POLICY – ALL STUDENTS

In the event of a dispute between an individual student and the College, internal procedures are in place to facilitate the resolution of the dispute. Full details are published on the website taylorscollege.edu.au.

A summary of the internal grievance procedures

1. Code of Conduct, Attendance and Discipline

   Students are expected to be aware of the terms and conditions of enrolment and the published rules and code of conduct of the College. Disciplinary procedures will be applied in the event of a breach of house rules. All staff members are expected to apply the College's policy and rules fairly and without favor. If a student considers that this has not occurred, the student may refer the matter to the College's Grievance Counselor. If the student is dissatisfied with the Grievance Counselor's decision, they may lodge a formal appeal. The appeal will be considered by the case review panel, which includes the Principal. All decisions will be communicated in writing and will occur within specified time periods.

2. Service and Academic Programs

   The College reserves the right to change the particulars of the services, including changes to prices, courses, facilities and dates of programs in which circumstances beyond the College's control necessitate such changes or where the level of enrolments does not reach the minimum numbers required to operate a course viably.