Terms and Conditions

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

1. I (which expression includes the parent/guardian who has signed this Statement) hereby agree to apply to enrol in the course commencing at the campus indicated on the Application for Admission. I agree that the application of the Application by Study Group Australia Pty Limited, a company incorporated in New South Wales Australia (ACN 070915927) whose registered office is Level 6, 97-99 Bathurst Street, Sydney, NSW 2000, Australia (contact: +61 2 6126 6666) trading as Taylors College (the College), and my subsequent receipt and return of the Offer of Acceptance (if the offer is extended) will become the Contract of Enrolment (the Contract) and further I agree to abide by the following terms and conditions of enrolment:
   a. I agree that it is a condition of my enrolment that I achieve satisfactory academic progress throughout my course outlined in this brochure and on the website taylorscollege.edu.au.
   b. I agree that I am required to use my best endeavours to meet the requirements of the course selected and to abide by the rules and regulations of the College. I understand that breach of any of the College’s rules or my behaviour is deemed unacceptable by the College, my enrolment may be cancelled and I may not be entitled to any refund of the tuition fees or other charges paid to the College under the Contract. (Information on the College’s policies, rules and regulations is located on the website taylorscollege.edu.au.)
   c. I agree that all lessons and any related material supplied by the College are copyright, remain the property of the College and are the property of the College on completion of the course. I understand that any unauthorised copying may constitute a breach of the Copyright Act 1968 (as amended).
   d. I agree that I am responsible for my own books, equipment and personal items and I hereby release, indemnify and hold harmless the College against all liability and claims for any loss or damage to such items, however caused except where liability is expressly imposed by law.
   e. I agree that my enrolment may be required, and permission is hereby granted, to attend organised College excursions and activities as part of the course.
   f. I agree that the College is hereby authorised to obtain medical treatment for myself should such action be deemed necessary by the College or a staff member acting on behalf of the College. I agree to indemnify and hold harmless the College and its servants and staff for any loss, damage or liability of whatsoever nature or however occasioned as a result of authorising and arranging such medical treatment.
   g. Course fees do not include the cost of text books; I agree to purchase those required by the College.
   h. I agree to advise the College of any change of my address and/or contact details while I am enrolled in any course.
   i. Taylors College maintains a Privacy and Personal Information Policy which can be viewed at taylorscollege.edu.au. In addition to the College’s privacy policy I authorise the College to release administrative information concerning my performance at the College (including information that the College may use in connection with the College’s general administrative and/or promotional purposes) to any person who may lawfully require that information, as well as parents/guardians, agents and potential employers. If I do not agree, I must advise the College to the contrary.
   j. I acknowledge that I have read and understood the Student Grievance Policy outlined in this brochure and on the website taylorscollege.edu.au.
   k. I hereby acknowledge that I have read, understood and agree to the terms of the Cancellation and Refund Policy which can be viewed on the website taylorscollege.edu.au.
   l. I understand that the terms and conditions have been explained to me and understand that any variation of those stated terms and conditions of the Contract must be provided in writing and be signed by an authorised officer of the College.

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

1. I understand that I must apply in writing should I wish to cancel my enrolment in a FEE-HELP eligible course or withdraw from a Unit of Study and that I can obtain a full refund of tuition fees related to that Unit of Study until the census date published on the website taylorscollege.edu.au. The date the written notification is received by the College is the effective date of Notification of Withdrawal, equipment and personal items and I hereby release, indemnify and hold harmless the College against all liability and claims for any loss or damage to such items, however caused except where liability is expressly imposed by law.
2. I understand that if I transfer to another Unit of Study before the census date, the College may be required to apply the fees applicable to that new Unit of Study will apply, and that I am responsible for catching up on any training that has already been provided.
3. I understand that the Census Date is not less than 20% of the total course fees, and that I will be charged 100% of tuition fees in the case of withdrawal after the Census Date.
4. I understand that if I advise in writing of my wish to cancel my enrolment in a FEE-HELP eligible course or withdraw from a Unit of Study and that I can obtain a full refund of tuition fees related to that Unit of Study until the census date published on the website taylorscollege.edu.au. The date the written notification is received by the College is the effective date of Notification of Withdrawal, equipment and personal items and I hereby release, indemnify and hold harmless the College against all liability and claims for any loss or damage to such items, however caused except where liability is expressly imposed by law.
5. I understand that if I wish to transfer to a different FEE-HELP eligible course, or withdraw from a Unit of Study and that I can obtain a full refund of tuition fees related to that Unit of Study until the census date published on the website taylorscollege.edu.au. The date the written notification is received by the College is the effective date of Notification of Withdrawal, equipment and personal items and I hereby release, indemnify and hold harmless the College against all liability and claims for any loss or damage to such items, however caused except where liability is expressly imposed by law.
6. I understand that, in the event of a student complaint concerning the quality of the service or teaching provided by the College, the student will report the matter to the appropriate authority within the College. The complaint may either be dealt with by the College, or referred to the Grievance Counselor where the Complaints and Appeals procedure will be followed.

CANCELLATION AND REFUND POLICY – STUDENTS IN NON-FEE-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 tuition fees may alter from time to time. I understand that a late payment fee of AUD$1 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 enrolled in a course and subsequently discontinue my programme before completion, I remain liable to pay my course tuition fees and any expenses, costs or disbursements incurred by the College in recovering any outstanding monies, including debt collection costs. Any refunds will be made in writing to the Campus Director of Studies.
3. I agree to pay all fees and charges in full and on the due dates as specified in the Course Program.
4. Enrolment fees are non-refundable.
5. Where students fail to enrol or discontinue a course, no refunds shall be made but in writing to the Campus Director of Studies.
6. The College agrees to refund within 4 weeks of the receipt of written notice of cancellation by the student (or 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 has withdrawn before the start date of the course, where there is no refundable amount equivalent to 30% of the tuition fee of the course or first course within a package of courses shall be applicable.
   b) If the student is a part of a package of courses, the course fee is refunded less 4-weeks before the start date of the course, then a non-refundable amount equivalent to 50% of the tuition fee of the course or first course within a package of courses shall be applicable.
   c) If written notice is received on or after the start date of the course, there will be no refund of any monies paid in relation to that course unless the Campus Director of Studies deems that exceptional circumstances apply.
   d) If the course is part of a package of courses, then any monies paid in relation to other courses within that package that have not yet been commenced will be refunded subject to Clause 6.4 (b) above.
7. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of the unused portion of prepaid tuition fees. The refund will be paid to you within fourteen days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course, which may be offered or an alternative course may be available at no extra cost. You have the right to choose whether you will prefer a refund of the unused portion of prepaid tuition fees, or to accept a place in another course. If you choose placement in another course, you will be asked to sign a document to indicate acceptance of the placement. If the College is unable to provide a refund or place you in a suitable alternative course, the Australian Students’ Tuition Assistance Scheme (ASTAS) will assist you to find a suitable alternative course at no extra cost.
8. This agreement, and the availability of complaints and appeals procedures, 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, procedures are in place to facilitate the resolution of the dispute. If the student remains dissatisfied with the outcome, they may seek an independent review through the Australian Government for Private Education and Training (AGPET). A student may apply to the Administrative Appeals Tribunal (AAT) for a review of a decision in relation to the FEE-HELP balance.

In the event of a student complaint concerning the quality of the service or teaching provided by the College, the student will report the matter to the appropriate authority within the College. The complaint may either be dealt with by the College, or referred to the Grievance Counselor where the Complaints and Appeals procedure will be followed.

A SUMMARY OF THE EXTERNAL GRIEVANCE PROCEDURES

The College reserves the right to change the particulars of the student’s program, including changes to fees, courses and dates of programs where circumstances beyond the College’s control result in such changes or where the level of enrolments does not reach the minimum numbers required to operate a course viably.

2. Service and Academic Programs

If the event of a student complaint concerning the quality of the service or teaching provided by the College, the student will report the matter to the appropriate authority within the College. The complaint may either be dealt with by the College, or referred to the Grievance Counselor where the Complaints and Appeals procedure will be followed.