



TAE INSTITUTE

Course fees refund policy



Course fees refund policy v1.1 Aug 2024

Enrolment

To enrol in any of the TAE Institute courses, students will need to complete an enrolment form, provide the required documentation and read the Student Handbook. There is a \$150 non-refundable enrolment fee that will be credited to full course fee on acceptance.

Throughout the enrolment process TAE Institute provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities.

Information is accessible via a variety of different formats including but not limited to TAE Institute website, student handbook and by speaking to the administration team.

Criteria applied prior to the acceptance of a student by TAE Institute.

- Provision of a Unique Student Identifier (USI)
- Completion of the required Application and/or Enrolment Form
- Meeting pre-requisite requirements and experiences where required
- Agreement to abide by TAE Institute policies and procedures
- Payment of required fees (if applicable)

Confirmation of the outcome of enrolment will be sent by email by the TAE Institute administrative team.

Booking Terms and Conditions Policy

Course booking terms and conditions are specified on TAE Institute website and this student handbook.

Course fees

Course fees will vary depending upon the course. Course fees are determined by the delivery mode and duration of the course.

All course fees must be paid in advance to confirm enrolment.

TAE Institute allows students to pay their course fee by instalments for specified full qualification courses.

Payment of course fees by instalments

Students will be given two (2) weeks' notice of their next instalment due date. Failure to pay the instalment by the due date will result in a letter of suspension being issued to the student.

If students have any difficulties with payments, they should contact the administration office.

Nationally Accredited Courses are GST exempt.

TAE Institute complies with Clause 7.3 of the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations (RTOs) 2015 and TAE Institute will not require a prospective or current student to prepay fees in excess of a total of \$1500 at any one time.

Note: TAE Institute reserves the right to withhold issue of qualifications if any fees are unpaid at the end of the course.

Fee Refund Policy and Procedure

All fee requests must be in writing using the TAE Institute Refund Application Form.

TAE Institute requests that all refund applications must be made in person. Where it is not possible for a student to be present in person to claim a refund, the student must send a scanned copy of their signed forms to the RTO Administration officer by email.

On receipts of email application, the RTO Administration Officer will verify student's signature from records on file and may also telephone the student to verify student's identity.

No refund application made by email will be processed until the student's identity has been verified.

TAE Institute will assess all cases for refund on their own merit and will advise student of the outcome after weighing all relevant information.

In most situations, TAE Institute will refund the amount within four (4) weeks after receipt of the completed and signed Refund Request Form.

Refund payments will be made to students nominated bank account.

For a refund to be paid to any person other than the students, a written authorisation from the student will be required.

Refund Procedure - Accredited Courses

Cancellation by Student	
Circumstance	Refund applied
Cancellation within 10 working days prior to scheduled course commencement	Full refund
Cancellation within 5 working days prior to scheduled course commencement	20% of Full Course Fee or \$50 cancellation fee whichever is greater
Cancellation less than 5 working days prior to course Commencement	50% of Full Course Fee or \$50 cancellation fee whichever is greater
Cancellation after course commencement	No Refund
Non-Attendance	No Refund

Refund Procedure – Non-Accredited Courses (Short Courses)

Cancellation by Student	
Online self-paced learning where there are no scheduled classes prior to access to portal	\$50 administration fee
Online self-paced learning where there are no scheduled classes after access to portal is given	No refund
Short course more than 48 hours before the course commencement	\$50 administration fee
Short course less than 48 hours before course commencement	No refund
Short course after commencement	No refund

No refunds will be made in the following circumstances:

- Withdraw after commencement:** if a student withdraws from a course any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- False or misleading information:** No refunds will be given where students provide false or misleading information in their enrolment, withdrawal or refund application
- Suspension and Cancellation:** where a student has had their enrolment cancelled by TAE Institute and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply, the remainder of the course fees will be invoiced.
- Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate will be issued.
- Course extension:** If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.